



AGENDA

- I. Welcome and Pledge of Allegiance
- II. Roll Call
- III. Approval of Previous Minutes (Review in Advance)
- IV. E911 Director's Report
 - a. Calls for Service/911 Call Stats
 - b. Quality Assurance
 - c. Winbourne Assessment Update
 - d. BOE/HAAF Update
 - e. Sub-Committee Review of SOPs
 - a. Missing Persons
 - b. Animal Control
 - c. Quality Assurance
 - f. MOU renewals
- V. RRC/ Committee Reports
- VI. Old Business / Updates
 - a. CAD/RMS Project Update
 - b. EAB Update- Tara Jennings
 - c. Addressing Standards
 - d. GIS Layering Standards
- VII. New Business
 - a. Intercept 0-1 Clearing House Discussion- Tara Jennings
- VIII. Open Floor/Attendee Comments
- IX. Adjourn



Chatham 911 Communications Services
E-911 Executive Advisory Board
Commission Chambers
124 Bull Street, Savannah, GA 31412
December 18, 2019

I. Welcome

Dennis Jones opened the meeting at 10:07 a.m. and led all in the Pledge of Allegiance.

II. Roll Call

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

- Dennis Jones, CEMA
- Michael Kaigler, Chatham County
- Linda Cramer, Chatham County
- Freeman Tyler, Bloomingdale
- Mr. Frank Neal, Thunderbolt
- Dr. Frank Davis, CES
- Ron Feldner, Garden City
- Captain Chad Riner, GSP
- Assistant Chief Arron Graves, BOE
- Daphanie Williams, City of Savannah
- Chief Wade Simmons, City of Pooler

Also Present:

- Russ Palmer, E911
- Kelvin Lewis, Chatham County
- Nick Batey, ICS
- Aaron Thompson, CEMA
- Lara Hall, GIS
- Chuck Kearns, CES
- Chief Jeff Hadley, CCPD
- Kristi Norman, CEMA
- Melanie Whaten, GIS
- David Anderson, GIS
- Tara Jennings, Chatham County
- Lance Moore, Port Wentworth
- Angela Page, E911
- Diane Pinckney, E911
- Jackie Jackson, Chatham County
- Steve Davis, Port Wentworth

III. Approval of Previous Minutes

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



ACTION:

Chief Tyler moved to approve the minutes as distributed. Mr. Kaigler seconded the motion, which carried unanimously.

IV. E911 Director's Report

Director Pinckney reported on several items:

a. Accidental release of FM 200:

- On December 16, during testing of the fire suppression system, one of the workers from the company that was conducting the test pulled the lever without the system being in test mode causing the release. All personnel evacuated the 911 Center without getting hurt; however, there were personnel that had to have limited medical treatment. To date, the center is functioning as normal. As a precautionary measure, Chatham County maintenance department contracted Belfour to clean the center thoroughly. CCS cleaning services that specializes in cleaning 24-hour call centers is currently cleaning the center today.

b. Calls for Service/911 Call Stats:

- Deputy Director Palmer provided an overview of 911 and Administrative telephone calls, number of calls QA'd and findings. (Copies of 911 call stats was distributed to the Board)
- Mr. Jones asked how do they determine what calls to review.
- Ms. Page advised it's random and some reviews are by request.
- Mr. Davis inquired about a remediation plan to resolve problems that may occur.
- Deputy Palmer advised the quality assurance policy was set to address those issues.
- Director Pinckney advised the policy outlines the process; unfortunately, it is not included in the packet that was distributed.



- Deputy Palmer advised when Angela conducts a review she sends it out to the dispatcher and their supervisor to sign and return back to her.
 - Director Pinckney advised the department is in the process of developing a Manager's QA follow-up. They will strategically select individuals who call the 911 center and ask them for feedback on how their call was handled. This procedure will be conducted so the public knows that they are taking steps to provide great customer service.
 - Assistant Chief Graves asked is this process a national or an internal standard.
 - Director Pinckney advised Powerphone is a company that they use for police, fire and EMS dispatch, which is a national standard based on APCO and NENA standards. Their training protocol and service delivery process is based on those standards as well.
- c. Sub- Committee Review of Standard Operating Procedures
- The department is in the process of reviewing and revising as needed, current procedures.
 - They are requesting the EAB sub-committees review the policy and provide feedback. The Winbourne report does not have any consistent standard operating guidelines so there will be some changes. The following policies were submitted for review:
 - I. Missing Persons
 - II. Quality Assurance
 - III. Animal Control
 - The Animal Control Policy will affect all the agencies except the EMS. In the dispatch field, they have several agencies that may have different notification protocols. For example, some protocols may not require an officer to stay on the scene until Animal Control arrives. That is why it is important for the subcommittees to give their feedback to determine if it can be applied across different agencies.



ACTION:

A request to send the SOPs to the RRC and then to the subcommittee. Approved by Mr. Kaigler, seconded by Mr. Davis and carried unanimously.

d. BOE/ HAAF Update

- They are working with the Board of Education to transition their emergency dispatch process to the 911 Center. They are currently drafting a contractual agreement similar to the CNT agreement.
- The BOE dispatchers will serve at the pleasure of the 911 Director for one year, but they will remain employees of the Board of Education.
- Last Monday, the Board of Education held interviews to fill two vacancies. Deputy Palmer sat in on the interview to ensure the 911 center is included in the hiring process.
- The next step requires Kelvin's assistance to spearhead a meeting regarding radio programming/channel mapping which will also include ICS. A meeting will need to take place amongst the essential agencies including the Board of Education to develop a plan so they can accomplish their goals.
- They are working with Ben Collins, the Director of Fort Stewart 911 to determine the best method for dispatching EMS units to Hunter Army Airfield. The MOU is currently under review.

e. Winbourne Assessment Update

Due to the recent events that occurred in the 911 Center, a thorough report was not be completed; however, they are working on several items that are in the report.

f. Staffing

- The 911 Center is critically short staffed. They have been working closely with the HR team to staff the center. During the last quarter, eleven staff members were hired. Unfortunately, they also lost staff through terminations and resignations. In total, they lost nine staff members. Eight new employees will start February 2020. Currently, there are over one hundred



applications to review.

- They have a new background investigator, which means background checks will take a little longer because they are very thorough.
- Mr. Jones asked how many vacancies the 911 Center have as of now.
- Deputy Palmer replied twenty-one.
- Five Communications Officer positions will be filled. They are also in the process of hiring and promoting.
- Marcia Scott is the new Operations Coordinator. She is tasked to concentrate on the operations of the center.
- Mr. Lewis inquired about the part-timers and using other agencies to fill vacancies.
- Director Pinckney advised they have part-time and temporary employees that have been helping them out. The drawback with hiring people from different agencies is that they have to have E911 certification.
- Chief Graves asked will the BOE employees that is assigned to the 911 center for one year be placed in a full-time position.
- Mr. Kaigler advised they will meet with the two HR Directors to discuss that. As of now, they will be on BOE payroll.
- After reviewing the Winbourne Report, there were references to Teletype ID number not being in place. To date, it is in place and it was a part of the 911 plan.
- All of the operational processes are indicated in the 911 plan for GCIC for the basic communications officer training.
- A System Analyst was hired to ensure Jena had backup. Russ is a technical guru and is over the technical process in their department.
- The Communications Supervisor will be going to the Georgia Public Safety training Center to get all three phases of supervisory training.



- Russ just completed the NENA center manager course.
- They are making sure all supervisors receive formalized training across the board.
- The Operations Coordinator, Training Coordinator and Lead Training Officer will be registered for the APCO Public Safety Leadership course.
- They have purchased the PowerDMS to distribute policies to staff with quizzes attached to ensure they are reviewing the policies.

V. RRC/Committee Reports

Mr. Lewis had nothing to report.

- Mr. Batey advised the technical subcommittee will meet on January 2nd. It is imperative that all municipalities attend.
- They will discuss how remote access will work with the new 911 Center and potentially the current 911 Center for MDT.
- They have to finalize the existing design but they will need input from the subcommittees. If there is not any input, they will move forward with what they have.
- The City of Savannah have a request for a system called Corona on the agenda.
- Mr. Anderson introduced the new GIS analyst for the Public Safety position, Melanie Whaten.

VI. Old Business/Updates

a. CAD/RMS Project Update

- Mr. Lewis reported over the last few months they have been meeting with vendors and reviewing everything they would need to develop a RFP. The RFP was scheduled to go out at the end of this month; however, it may not be until January.
- Unfortunately, they did not receive adequate information back from the different



agencies so they pulled back to ensure it is correct.

- The timeline for 2020-2021 is as followed:
 - I. RFP Push: January
 - II. Evaluating and Scoring: February-March
 - III. Scripted Demonstrations: April-May
 - IV. Final Selection: May-June
 - V. Signed Contract July
 - VI. Implantation Process July-October

b. Addressing Standards

- Mr. Anderson reported he has been working with Travis in ICS.
- Mr. Kaigler asked how they are going to manage duplications.
- Mr. Anderson advised they could identify where they are located. A request may need to go to the RRC to take action on street name changes.
- Mr. Kaigler asked could the system flag duplicate street names.
- Mr. Anderson replied yes.
- Mr. Davis advised it is important to address duplications because people have died as of result of the EMS going to the wrong address.
- Mr. Batey added if the system does not support it the CAD and RMS will not flag it. They have to look at what is available in the Tiburon system right now.
- Mr. Kaigler advised changing the street name is easy, but the jurisdictions may not approve of it. There needs to another type of mechanism in place to identify the exact location of the street.
- Mr. Lewis advised when they adopted reducing new names, they were also going to address the duplicates.
- Director Pinckney advised each address have emergency service numbers that determine where the call is routed.
- Mr. Kaigler advised it will be easier to correct going forward than going backwards.



- Mr. Jones asked have they developed an addressing standard.
- Ms. Hall advised a standard was adopted last year.
- Mr. Jones asked have the IGAs been sent out to the municipalities.
- Mr. Anderson replied they are in the process of working on it.
- Mr. Jones asked when will they start working on the IGAs.
- Mr. Anderson advised they are working on a MOA for municipalities to adopt digital platting standards. This would give them new street names as they come in.
- Mr. Kaigler asked will it go through MPC first.
- Mr. Anderson advised it sits on MPC servers but it is in a public safety data base.
- Mr. Jones requested a copy of the standard.

c. GIS Layering Standards

- Mr. Anderson reported they have adopted the NENA standards and they are working on filling the gaps in the railroad layer. They are also working on the hydrant layer.
- Mr. Jones asked are the municipalities on board.
- Mr. Anderson replied yes.
- Mr. Jones asked could it be marked as completed.
- Mr. Anderson advised it is a work in progress.
- Ms. Pinckney asked how their process is going to work with the 911 Center current procedures.
- Mr. Anderson advised they met with Jena but she never discussed the addressing review process.



- Ms. Pinckney advised they need to meet to discuss the process that goes along with 911 addressing.

VII. New Business

a. Intercept 0-1 Clearing House Discussion

Tara Jennings reported the following (Mental Health First Aid Course and QPR Blasts documents were distrusted to the Board)

- At a previous meeting, she informed the Board that Chatham County received a grant from the Department of Justice to begin working to reduce the number of individuals that are booked into jail with a mental illness.
- They will be conducting a Mental Health First Aid course and QPR Blast for first responders within Chatham County. If anyone is interested, contact her.
- They have been using the CAD and RMS conversation to help them give accurate information to first responders when they arrive on the scene.
- The first quarter of 2020, a behavior health crisis center will be open. They are reviewing the upgrading procedures to determine how first responders will decide which facility is best to take individuals to upon arrival.

VIII. Adjourn

The next meeting will be held on January 15, 2020 location to be determined.

There being no further business to be discussed, Mr. Jones declared the meeting adjourned at 11:01.m.

Dennis Jones, Secretary

Minutes Prepared by:
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Assistant to the Clerk of Commission