



MEMORANDUM

TO: Sheyanne Williams
CEMA

FROM: Russ Palmer, PSIP Operations Project Manager
Lisa Montague, Administrative Assistant

RE: EAB Update

DATE: September 9, 2022

Chatham County Public Safety Improvement Program (CC_PSIP) Update:

- FRMS – Working with vendors to complete the CAD (current CAD) to Image Trend interface
- PSIP Phase One Interfaces Progressing Forward
- LRMS – Law records management work has begun, a kick-off meeting was held with all stakeholders last week
- JMS – Jail management work is pending the installation and configuration of their servers, no delays and on track
- EMD – Priority Dispatch (ProQA) was selected as final vendor for Emergency Medical Dispatch, Police Dispatch and Fire Dispatch protocols; kick off meeting scheduled for September 22, 2022; invites are out. If you have not received one, please let us know

RRC Update: The RRC lead team will meet on Wednesday, September 14, 2022. A copy of the minutes will be submitted.



Date: September 14, 2022

Welcome

Review Minutes

EAB Update: No Meeting Scheduled

PSIP Update/Status Report

Old Business/Action Items: None

Committee Reports:

EMS – Date of Meetings – Issues – Chuck Kearns

Fire - Date of Meetings – Issues – Wade Simmons

IT/Radio - Date of Meetings – Issues – Andrew Cree

GIS/Mapping - Date of Meetings – Issues – Lara Hall

Law Enforcement - Date of Meetings – Issues – Jeff Hadley

PSAP – Date of Meetings – Issues – Diane Pinckney –B/M

EMA – Date of Meetings – Issues – EMA Representative – B/M

New Recommendation(s): None reported

Old Recommendation(s):

New Business:

GIS Governance Document

PSIP - Backup/Redundancy Presentation

Next Meetings Schedule:

RRC Lead Team Meeting – November 9, 2022 - *(Bi-Monthly)*


Meeting Adjourned



Project Management Office ~ 1249 Eisenhower Drive, Savannah, Ga 31406
Mr. Kelvin Lewis, Program Manager **(P) 912.652.7957**

E911 RRC Lead Team Meeting

Meeting: RRC Lead Team Bi-Monthly Meeting **Date/Time:** Wed, Sept 14, 2022/11a.m.
Meeting Type/Place: PMO Conference Room, 1249 Eisenhower Drive, Savannah, Ga

Meeting called by	Kelvin Lewis
Type of meeting	Status/Update
Facilitator	Chuck Kearns
Note taker	Lisa Montague 
Timekeeper	None

Attendees: Chuck Kearns, Diane Pinckney, Lara Hall, Lisa Montague, Richard Edgecombe, Russ Palmer, Samantha Richards

Additional: Brian Groff, PJ Mitchell, Stephanie Garner

Absent: Jeff Hadley, Wade Simmons, Kelvin Lewis

Meeting called to order by Co-Chair Chuck Kearns.

Discussion: Bi-Monthly meeting minutes

Conclusion: Minutes are tabled until the next meeting.

Discussion: EAB Update(s)

EAB Meeting – Russ Palmer reported no meeting scheduled at this time, to his knowledge. He will follow-up with Dennis Jones on the timeline for the next EAB meeting.

PSIP Update: (Russ Palmer) CAD/Mobile moving along well. Late First Quarter/Early Second Quarter 2023 go-live date is still the target. Team is working with FRMS vendor (ImageTrend) on interfaces. LRMS is moving forward following the kick-off meeting held with stakeholders last week. The team is working diligently on the training timeline and is making great progress. Next week we have a 3-day training session scheduled with CST to discuss the response plan as well as upcoming sessions to address permission groups and other pertinent topics. We have also intensely been looking at the interfaces. The working relationship with CST has been very positive and productive.

Discussion: Old Business – No Old Business to report today.

Conclusion: N/A

Discussion: Committee Reports

EMS: Chuck Kearns: No meeting held. EMS/County Commissioner adopted NAED dispatching program.

Fire: Wade Simmons (Absent): No Report

IT/Radio: Richard Edgecombe: No report today.

GIS/Mapping: Lara Hall: CC Public Safety GIS Governance Structure is the main topic and will be discussed in new business. The Core GIS Team has been established and is meeting bi-weekly. All Central Square GIS documents have been reviewed and checked for accuracy. Samantha Richards has successfully moved into her Public Safety GIS role.

Law Enforcement: Jeff Hadley: (absent) No Report.

PSAP: Diane Pinckney: Staffing is continually an issue, but more people are applying post COVID (as opposed to during the heightened season). Call-taker pool is building, working on hiring staff for this assignment. Supervisors are being promoted. Open Records tech position acquired. Working on hurricane policy and other standard policies for staff. Looking at new systems to satisfy our requirements for operations. Our team is very excited about the upcoming new CAD System.

EMA: Currently no representative (No report): *Former representative Aaron Thompson is no longer employed with Chatham County.*

Discussion: New Recommendations: None discussed today

Conclusion: N/A

Discussion: Old Recommendations: None discussed today.

Conclusion: N/A

Discussion: New Business

GIS Governance Document: Samantha Richards presented to the team the GIS Governance Structure Agreement via PowerPoint presentation. *A copy will be attached to these minutes.* Core GIS and PSIP Lead team has approved the presented GIS Governance Structure. The purpose of this presentation is to have the RRC Lead Team accept/adopt this agreement for presenting to the EAB for approval.

Conclusion: This team discussed the GIS agreement as presented. Russ Palmer confirmed that the agreement has been circulated and reviewed by FIRE and LE SME's. The agreement was also previously reviewed by the EAB (April 2022), but the agreement had to be backed down to go through the formal channels for approval. Chuck Kearns motioned that the agreement be accepted as presented, 2nd by Diane Pinckney. Motion passed unanimously that this agreement be submitted to Dennis Jones to be put on the EAB agenda for approval. Lisa Montague will forward to Dennis Jones.

PSIP-Backup/Redundancy Presentation: Brian Groff presented CAD Infrastructure Discussion (PowerPoint) – *Disclaimer: this PowerPoint presentation is not a proposal or solution. It was meant only to open a discussion for understanding of business requirements. Without that, creating a technical solution isn't feasible.*

Conclusion: The team discussed the outlined points/possible needs at length as presented. The purpose of the presentation is to get everyone thinking about and planning for what may or may not be necessary. The team agreed that additional research and discussion on this topic is necessary in the future. Chuck Kearns suggested that emergency management, FIRE, and LE be included in the next conversation/planning for a more effective and precise discussion. Russ Palmer confirmed that supporting software was included in the initial CentralSquare purchase, but hardware cost will be a factor. A plan of minimum requirements/technical solution, and the cost will be put into a proposal for presenting to the EAB for approval. Copy of the PowerPoint presentation is attached to these minutes for future reference/review.

Agenda Topics

- Monthly Minutes
- Minutes
- EAB Update
 - EAB Meeting
 - PSIP Update
- Old Business
- Committee Reports
- New Recommendations
- Old Recommendations
- New Business
 - GIS Governance Agreement

- PSIP – Backup/Redundancy Presentation

Actions	Responsible	Deadline
(1) Forward GIS Governance Agreement to Dennis Jones to have added to the EAB's Agenda	Lisa Montague	Forthwith
(2)		

Special Note(s): Kelvin Lewis is out on extended (FMLA) leave.

Meeting adjourned: 12:26 p.m.

Next Meeting Date/Time: Wednesday, November 9, 2022 @ 11a (In-Person) – Lunch will be provided.

Attachments

GOVERNANCE AGREEMENT

THIS AGREEMENT is dated effective the __ day of TBD

BETWEEN:

Chatham County GA

OF THE FIRST PART

- and -

Municipal (Name of city) members of the PSIP

OF THE SECOND PART

WHEREAS:

Chatham County Public Safety GIS Governance Structure

Governance Structure – Establish a formal governance structure that will be responsible for a countywide public safety GIS mapping initiative

1. Executive Leadership – Final decision-making authority, funding, assignment of personnel
2. Management Team – Represent all relevant stakeholders. Provides management support to implement executive direction
3. Core GIS Team - GIS and public safety professionals responsible for incorporating GIS/mapping into public safety operations, editing and maintaining PS GIS data. Provides recommendations to the Management Team for standards, best practices, and workflows.

Future State Plan Should Resolve the Below Issues

1. There is no countywide Public Safety GIS Strategic Plan
 - a. No formal plan for the implementation of NENA NG911 GIS standards
 - b. No formal roles and responsibilities regarding leveraging GIS data.
 - c. No GIS service level map (e.g., mutual/automatic aid into adjacent jurisdictions)
 - d. No formal process has been identified to continue educating county, city and public safety leadership regarding GIS/Mapping standards, guidelines, best practices, workflows and business processes as they apply to public safety operations
2. There is no formal countywide Interlocal Agreement/Memorandum of Understanding regarding public safety GIS standards, governance, funding, roles and responsibilities
 - a. No formal process has been completed to obtain county, city and public safety leadership approval regarding public safety GIS Governance and decision making
 - b. Note: In 1991 a joint agreement between the County and the City of Savannah was completed (SAGIS) to share and access GIS data. The Cities of Pooler and Tybee Island have recently joined this agreement
3. No comprehensive staffing analysis has been completed to determine the level of effort and staffing requirements to elevate Chatham County public safety GIS data to the desired level and maintain it for 24/7/365 operations

ARTICLE 1 INTERPRETATION

Chatham County Public Safety GIS Governance Structure

Governance Structure – Establish a formal governance structure that will be responsible for a countywide public safety GIS/mapping initiative:

1. Executive leadership – Represents the final decision-making authority
 - a. Primary responsibility is to provide formal authority by approving recommendations, provide funding and assign personnel for the Management Team and Core GIS Team
2. Management Team – Represent all relevant stakeholders. Provides management support to implement executive direction
 - a. Primary responsibility to develop and execute a Public Safety GIS Master Plan
 - b. Responsible for providing support and guidance to the Core GIS Team through project management and formal documentation of recommendations to the Executive leadership
3. Core GIS Team
 - a. Made up of GIS and public safety professionals responsible for incorporating GIS/mapping into public safety operations, editing and maintaining PS GIS data Responsible for making recommendations to the Management Team for standards, best practices, and workflows
 - b. Responsible for meeting approved Chatham County Public Safety GIS Requirements

Governance Structure Approval Process

Tasks required to establish a formal decision making structure.

1. Assignment to formally complete the governance structure.
2. Make recommendation for team composition
 - a. Executive Leadership: EAB
 - b. Management Team: RRC, PMO and PSIP Team
 - c. Core GIS Team: SAGIS Director and staff member, PMO GIS staff, PSAP GIS staff, and City of Savannah GIS staff
3. Roles and responsibilities
 - a. Define precise roles and responsibilities
 - b. Explicitly define authority for each level
4. Obtain input and consensus of the proposed structure from all relevant stakeholders
5. A formal Memorandum of Understanding/Inter Local Agreement will be needed to obtain official commitment from all stakeholders

Chatham County Public Safety GIS Master Plan Requirements

1. Governance structure
 - a. Formal Interlocal Agreement/Memorandum of Understanding
 - b. Decision making authority
 - c. Funding/cost sharing
2. Countywide public safety GIS strategic goals and objectives
 - a. Executive direction
 - b. Priority and sequence of objectives
3. Master plan to achieve desired goals and objectives
 - a. Project Management
 - b. Project Team
 - c. Project Plan and schedule
 - d. Establish workflows and business processes
 - e. Staffing requirements
 - f. Roles and responsibilities
 - g. System requirements
 - h. Total Cost of Ownership – Initial and recurring costs

- (d) **"Management Agreement"** means the Amended and Restated Management Agreement to be dated January 1, 2011 between the Corporation, Freehold Resources and the Manager, as amended from time to time;
- (e) **"Parties"** means the parties to this Agreement;
- (f) **"Person"** means an individual, corporation, partnership, trustee, syndicate, entity, association or unincorporated organization, and words importing persons have a similar meaning; and
- (g) **"Shareholders"** means the holders from time to time of one or more Common Shares.

**ARTICLE 2
NOMINATION OF DIRECTORS**

**ARTICLE 3
BOARD OBSERVER**

**ARTICLE 4
TERM OF AGREEMENT**

**ARTICLE 5
GENERAL
PROVISION**

Chatham County Public Safety GIS Governance Structure



PS GIS Update

September 14, 2022

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Current State to Future State of Public Safety GIS

The following major issues were identified by the current state analysis of Public Safety GIS in Chatham County:

1. There is no countywide Public Safety GIS Strategic Plan
2. There is no formal countywide Intergovernmental Agreement/ Memorandum of Understanding regarding public safety GIS standards, governance, funding, roles and responsibilities
3. No comprehensive staffing analysis has been completed to determine the level of effort and staffing requirements to elevate Chatham County public safety GIS data to the desired level and maintain it for 24/7/365 operations

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Ensure Value to Public Safety CONOPS

A Countywide Public Safety GIS Master Plan is required because of the following:

1. 9-1-1 / PSAP Operations

- a. Locating a 9-1-1 caller, incident location, and public safety resources are life critical operations.
- b. Current E9-1-1 system uses old technology to locate 9-1-1 callers (i.e., Master Street Address Guide and FCC Phase 1 and 2 cellular mapping, FCC Phase 1 and 2 are dependent upon many factors and is not very accurate).
- c. Both processes use the current GIS/ map for Chatham County. It is mission dependent on accurate GIS data.

2. Utilization of Smartphones

- a. Nationwide, 80% of 9-1-1 calls are from smartphones and this percentage increases every year.
- b. For the Savannah/ Chatham Service Area – A population of over 13 million tourists per year visits the county and they have access to a smart phone.

3. Next Generation 9-1-1

- a. State of GA received a \$4M federal grant for NG911.
- b. NG911 is 100% dependent on GIS data to identify 9-1-1 caller location, incident location, and resource location. NENA requires a 98% accuracy standard.

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Ensure Value to Public Safety CONOPS (cont.)

4. County has purchased a countywide multi- jurisdiction CAD/ RMS system.

- a. The system is mapping centric and enhances the capabilities for real-time situational awareness, command and control, allocation and deployment of resources, AVL, personnel safety, and business intelligence.

5. A single countywide 9-1-1 / Emergency Communications Center and multi- agency CAD / RMS system that requires a single countywide map.

- a. All jurisdictions must adhere to the same GIS standards.
- b. GIS operations must be streamlined and organized

6. Public Safety Master Plan requirements

- a. Single GIS governance and Operations Structure
- b. Defined countywide Public Safety GIS strategic objectives
- c. Comprehensive Current State Assessment
- d. Total Cost of Ownership
- e. Executive Direction

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Master Plan Requirements

1. Governance structure
 - a. Formal Intergovernmental Agreement/Memorandum of Understanding
 - b. Decision making authority
 - c. Funding/cost sharing
2. Countywide public safety GIS strategic goals and objectives
 - a. Executive direction
 - b. Priority and sequence of objectives
3. Master plan to achieve desired goals and objectives
 - a. Project Management
 - b. Project Team
 - c. Project Plan and schedule
 - d. Establish workflows and business processes
 - e. Staffing requirements
 - f. Roles and responsibilities
 - g. System requirements
 - h. Total Cost of Ownership – Initial and recurring costs



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GIS Governance Structure

Executive Leadership
Final decision-making authority, funding, assignment of personnel


Management Team
Represent all relevant stakeholders.
Provides management support to implement executive direction

Core GIS Team
GIS and public safety professionals responsible for incorporating GIS/mapping into public safety operations, editing and maintaining PS GIS data.
Provides recommendations to the Management Team for standards, best practices, and workflows.

Establish a formal governance structure that will be responsible for a countywide public safety GIS mapping initiative




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GIS Governance Structure

1. **Executive Leadership** – Represents the final decision-making authority
 - a. Primary responsibility is to provide formal authority by approving recommendations, provide funding and assign personnel for the Management Team and Core GIS Team
2. **Management Team** – Represent all relevant stakeholders. Provides management support to implement executive direction
 - a. Primary responsibility to develop and execute a Public Safety GIS Master Plan
 - b. Responsible for providing support and guidance to the Core GIS Team through project management and formal documentation of recommendations to the Executive leadership
3. **Core GIS Team**
 - a. Made up of GIS and public safety professionals responsible for incorporating GIS/mapping into public safety operations, editing and maintaining PS GIS data; Responsible for making recommendations to the Management Team for standards, best practices, and workflows
 - b. Responsible for meeting approved Chatham County Public Safety GIS Requirements



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GIS Governance Team Composition

1. **Executive Leadership**
 - a. E911 Executive Advisory Board
2. **Management Team**
 - a. E911 RRC
 - b. County Project Management Office Staff
 - c. Public Safety Improvement Program Team
3. **Core GIS Team**
 - a. PMO GIS staff
 - b. PSAP GIS staff
 - c. SAGIS Director
 - d. MPC/SAGIS GIS staff
 - e. City of Savannah GIS staff
 - f. Additional Agency GIS staff as approved



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GIS Governance Structure – Approval Process

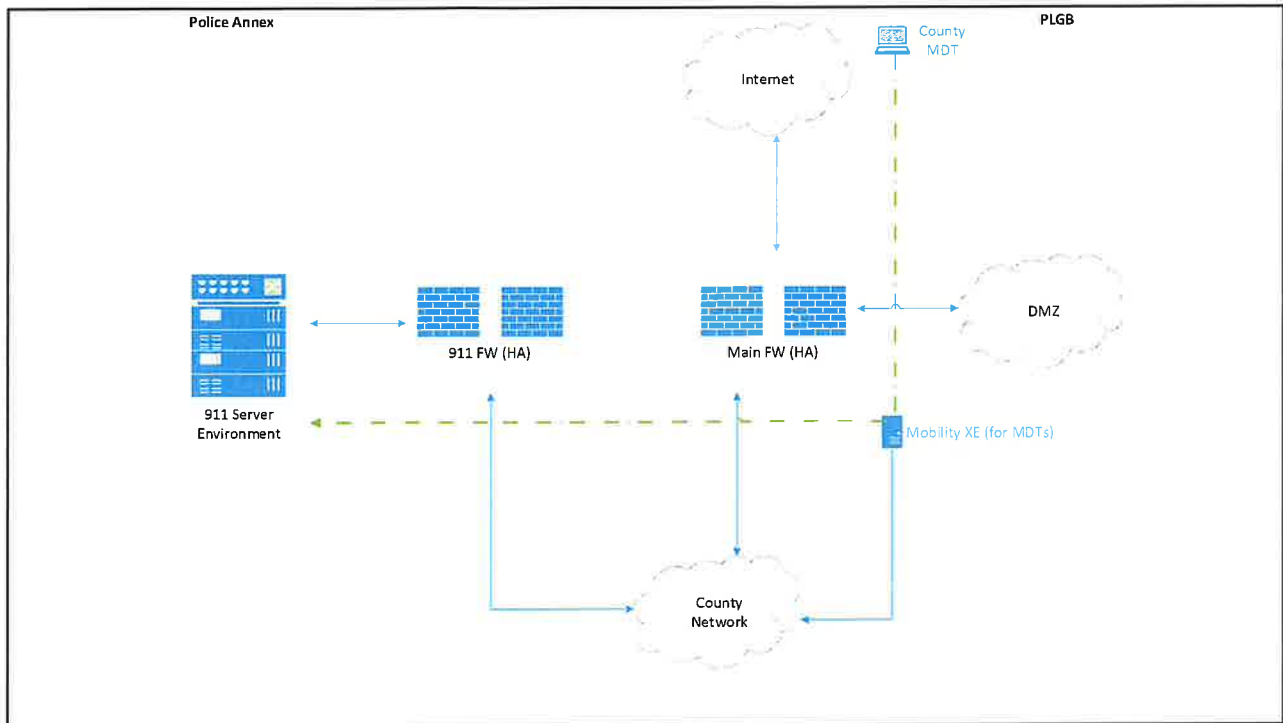
1. Assignment to formally complete the governance structure.
2. Define roles and responsibilities for each team component
3. Make recommendation for team composition
4. Obtain input and consensus of the proposed structure from all relevant stakeholders
 - a. Approved by Core GIS Team on July 21, 2022
 - b. Approved by PSIP Team on August 17th, 2022
 - c. Presented to RRC Lead Team for vote
 - d. Advance forward to E911 Executive Advisory Board
5. A formal Memorandum of Understanding/Inter Local Agreement will be needed to obtain official commitment from all stakeholders

CAD Infrastructure Discussion

1

Current Configuration

2

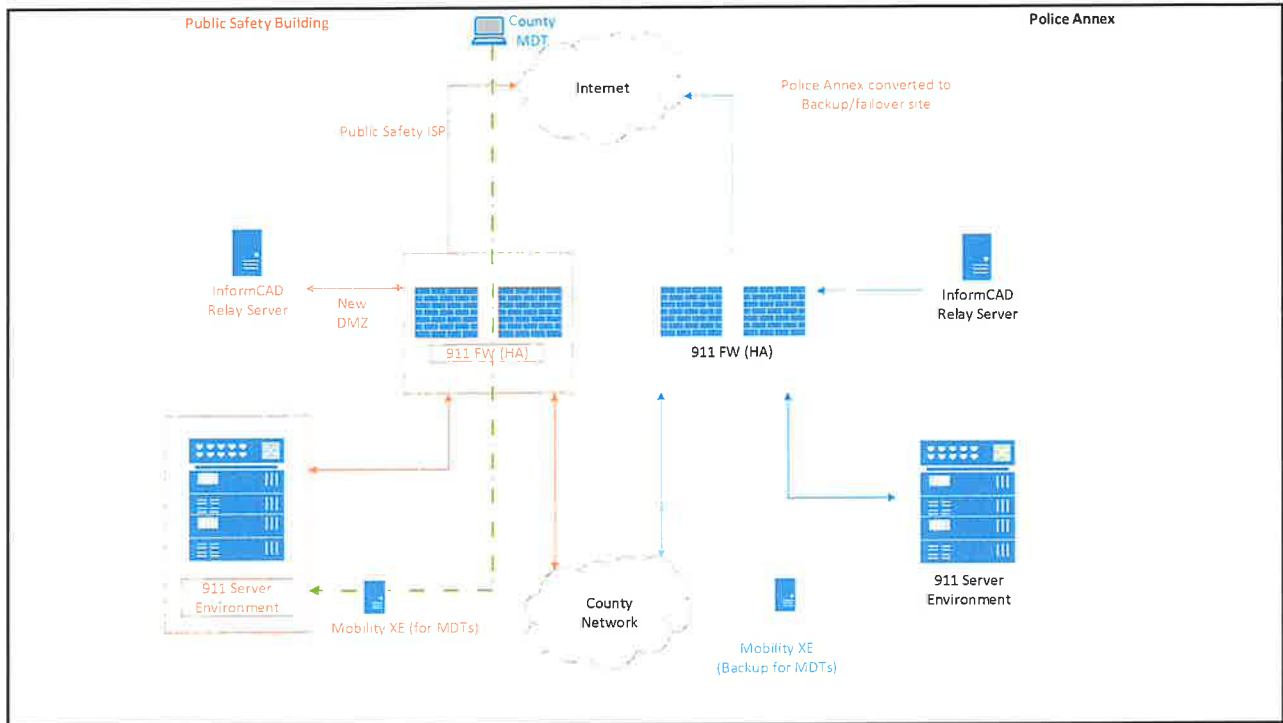


3

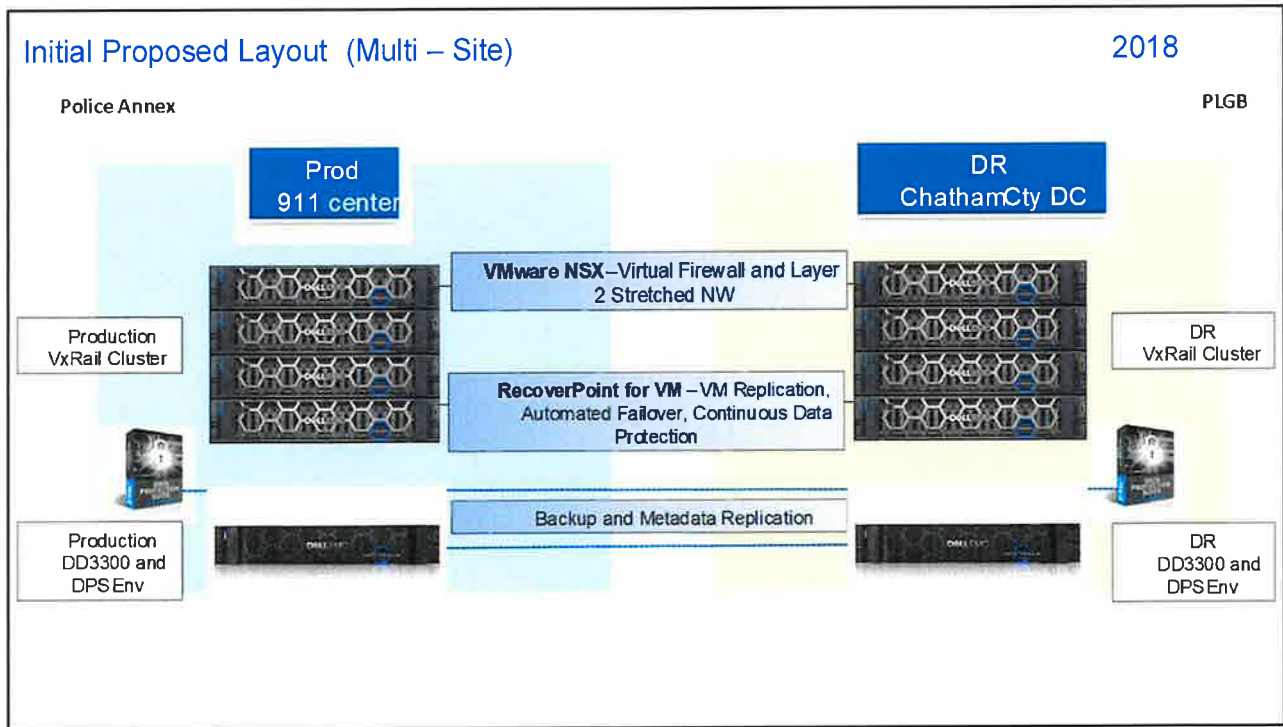
Initial CAD Infrastructure Cost:
≈\$350,000

Expansion Cost:
≈\$24,000

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Initial Redundancy Proposal:
≈\$750,000