

CHATHAM 911 COMMUNICATIONS SERVICES E911 Recommendation Review Committee

13 FEBRUARY 2019



Mr. Lewis called the meeting to order at 11:34am.

Welcome & Pledge of Allegiance

Motion for approval of the January 8, 2019 Minutes. Approved by Chief Simmons, seconded by Mr. Kearns, and unanimously carried.

EAB Update:

Mr. Lewis reviewed the following updates:

A. Updates from the 911 Center and the City to County transition

Ms. Beaman and Ms. Pinckney gave their updates on the 911 Center, and Mr. Lewis gave an update on the transition.

B. RRC Approval: Bi-monthly meetings

The EAB Board approved bi-monthly meetings. If more recommendations come in they will change the meetings back to monthly as needed.

C. Create and fund the 911 GIS staff recommendations.

Funding was approved and they had a subsequent meeting to discuss the details. Ms. Hall also reported they are still working on some details and a meeting will be held on next week.

D. Approved Fire subcommittees additional primary dispatch channel

Chief Simmons made the correction that this item was the Police Department's request and not the Fire Department.

Mr. Batey reported they cannot fund the positions without having conditions. Mr. Lewis asked would that be discussed at the next EAB meeting. Mr. Batey replied they cannot split the channels without confirmation that there will be people in place to do the job. It will take 6 to 8 months get it done. Mr. Jones asked didn't they send that recommendation back to the committee because there was not enough information on it. Mr. Lewis requested to move it to "New Business" so they can add it



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to the

EAB.

- E. Approved FPDS system with Q/A
- F. Announced IXP contract services closures

They ended the contract with IXP.

G. Announced Diane Pinckney as Interim 911 Center Director

New Recommendations:

A. Law Enforcement Subcommittee: Commends moving forward with Priority Dispatch.

Chief Hadley reported the Law Enforcement committee met with Priority Dispatch on January 15th. It was their recommendation to proceed in unison with EMD and FPD to secure a bid for the system or a similar system with like features. Costing for the three systems must be reasonable and fit within their budgetary reality.

Approved upon motion of Chief Hadley, seconded by Mr. Kearns, and unanimously carried.

Mr. Jones clarified this is just to clean things up. At the last two EAB meetings they discussed doing a trifecta suite which includes the Priority Dispatch System, so this item doesn't have to be on the agenda for the next EAB.

Committee Reports:

Mr. Lewis reported there will updates and a few modifications to the EAB website. They will be adding RRC items so RRC will have their own page. He would also like to include the RRC, sub-committees, Chair contacts, and sub-committee meeting dates on the page as well. He asked the subcommittee to send him their meeting dates so it can be included on the website.

A. EMS – Date of Meetings

No updates on this item



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B. Fire - Date of Meetings

No updates on this item

C. IT/Radio - Date of Meetings

No updates on this item

D. GIS/Mapping - Date of Meetings-

Ms. Hall reported they are working on positions and standards for addressing fire hydrants. Their next meeting will be 2:00 pm at the MPC on February 27th. They will have a demo for Rapid Deploy. She extended the invitation to the committee.

Mr. Lewis asked what is Rapid Deploy. Ms. Hall explained it is a cloud based dispatch product. However, the presentation is focused on GIS data use for dispatch.

E. Law Enforcement - Date of Meetings

Chief Hadley expressed his concerns that he didn't want to have pointless meetings since there is no E911 Director. The Director will be able to guide them and prioritize their suggestions and recommendations. Mr. Lewis stated that he doesn't think the subcommittees are a waste of time. One of the tasks of the subcommittee is to provide direction to the E911 Center Director of the needs from each of their organization so they can work effectively. The Director's position is to also manage that operation and have a two-way street of communicating their needs.

Chief Hadley explained the Director would be able to shape the dispatch center and will be familiarized with their concerns which may not be recommendations they may just be operational issues. He doesn't understand how it can be done without someone in that position.

Ms. Pinckney explained the standard operation procedures that they have needs to be formalized. There are things that affect the field personnel. She requested that they take the law enforcement component and observe what has been put together. Law Enforcement could also help with the development of the service 911 provides. The new Director cannot make major changes without the EAB input subsequently those policies would work.

Mr. Jones explained with the Affinity Diagram exercise that they went through June, July and August they were able to prioritize what the Windborne study had. As these were the recommendations for



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improvement for the dispatch center. They can pull some things that are high priority and send to them to the subcommittees to start reviewing.

New Business:

- A. Police Department additional primary dispatch channel.
- B. Zoll Next Step Meeting TBD

Mr. Lewis reported he sent out an email to the primary stake holders to get a meeting to move to the next level. However, before moving to the next level he would like to ensure that all of the parties have an understating. He asked Mr. Kearns to explain Zoll to the committee.

Mr. Kearns explained Zoll is a CAD which is used to dispatch ambulance service. It also have all of their data metrics reporting systems in it. Mr. Lewis added they are bridging the gap from the call center to dispatch and to Zoll.

Discussion – EMD, FPD & PPD

Priority Dispatch Quote

Mr. Batey stated they would new a RFP and new evaluation.

Chief Simmons made the motion for Mr. Batey and the IT Department to work directly with the E911 Center to get them in compliance as quickly as possible, seconded by Mr. Batey, and unanimously carried.

Open Floor

A. E911 Center Name

Chief Simmons asked how should they address the E911 Center. Ms. Pinckney replied it will be called Dispatch until further notice. An email will be sent out to with an update on the new name for the center.

B. Audit

Ms. Pinckney explained a lot of the agencies are being audited and they are in need of their



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packets to include Savannah. Andrea Loadholt prepared the packets and they are available for pick up. If anything is missing in the packet let them know and they will have them pulled.

Next Meetings Schedule: April 10, June 12, Aug. 14, Oct. 9 & Dec. 11.

Meeting Adjourn