CHATHAM COUNTY
★ E 911
RECOMMENDATIONS
REVIEW COMMITTEE

CHATHAM 911 COMMUNICATIONS SERVICES
E911 RECOMMENDATION REVIEW COMMITTEE
23 OCTOBER 2019
COASTAL GEORGIA BOTANICAL GARDENS

The regular meeting of the Chatham Communication Center E-911 Recommendations Review Committee was held 11:30 a.m. at the Coastal Georgia Botanical Gardens.

I. **Welcome**

Kelvin Lewis opened the meeting at 11:35 a.m. He explained that E-911 is currently in the transition of moving from the City to the County. He also reviewed the structure of the new governance board and committees of the E-911 Executive Advisory Board and the responsibilities of the E-911 Recommendations Review committee.

II. **Organizational Chart and Responsibilities**

Sub-Committees of Disciplines-RRC
Law Enforcement-Chief Hadley
Fire Services-Chief Wade Simmons
Emergency Medical Services Chief Chuck Kearns
Information Technology and Radio-Nick Batey
GIS and Mapping-David Anderson

III. **Role of RRC (Management Oversight Committee)**

The subcommittee have meetings and come up with recommendations they believe will help improve responses to make E-911 function better.

Roll Call - The following members were present:
Bob Bryson City of Tybee Police Department
William Moseley City of Tybee Police Department
Arron Graves Board of Education Police
Gil Ballard Garden City Police
Brian Jackson Bloomingdale Police Department
Blair Jeffcoat Bloomingdale Police Department
Mike Foune Bloomingdale Police Department
David Donnelly Risk Management Director Savannah Fire
Kristi Norman Chatham County CEMA
Roy Minter Savannah Police Department
Jeff Hadley Chatham County Police Department
Nick Batey Chatham County IT Department
Andrew Bateman Thunderbolt Fire Department
Wade Simmons Pooler Fire Department
William Handy Savannah Fire Department
David Anderson Chatham County Engineer
LaTeia Lott Chatham County Clerk of Commissioners
Kelli Beaman Chatham County E-911

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Chuck Kearns Chatham County Emergency Medical Services
Kelvin Lewis Chatham County Project Manager- RRC Chairman
Wayne Noah Chatham County Fire Department

IV.   **Discussions**

a. Winbourne & Resolutions
    By a show of hands only a few members knew about the Winbourne report. Kelvin stated the
    Winbourne report is available on the EAB website. The significance of the Winbourne report is
    that it gives historical background of RRC duties and identifies any disconnects in the E-911
    system.

b. Standards
    Kelvin stated currently the center operates in APCO International like standards, they will be
    moving the center to full APCO standards.

c. By-Laws, Adopting EAB's
    Kelvin stated the EAB adopted By-Laws and for continuity he believes the RRC should adopt the
    EAB's By-Laws as their own. He asked the committee to review them so at the next meeting
    they will be prepared to vote on the approval of them.

d. CAD replacement
    Kelvin stated there have been discussions on a CAD replacement for a regional type CAD. The
    CAD they have now has had a recent upgrade a few months ago so there is no dire need for a
    new CAD at the moment. There will be discussions for a CAD replacement in the development
    of the RFP associated with the CAD replacement for an additional CAD person. There was a
    inquiry as to who is the current CAD vendor. Nick Batey replied Tri-Tech.

V.   **Organizational chart and responsibilities**

a. Executive Advisory Board
    Kelvin referred the committee to page 5 of the EAB By-Laws to review the EAB members.

b. Recommendations Review Committee*
    Kelvin asked everyone were they clear on their responsibilities as the Recommendations
    Review Committee. There were no opposes so he proceeded with the next agenda item.

VI.   **Appoint a Vice Chair-RRC**
    Kristi made the motion to appoint Chuck Kearns as Vice-Chair, seconded by Captain Ballard, and
    unanimously carried. Kelvin suggested that the vice chair should be rotated out by every agency
    every six months so no would get burned out.

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VII. **Tasking and assignments**

a. Develop Recommendations Review Committee Loading Rules
b. Review of recommended actions from subcommittees

GIS presented by David Anderson

1. Adopt addressing standards, under which one agency will sign off on new addresses and street names for the entire county, with the purpose to prevent any further duplication. Captain Gil asked right now its voluntary bases, is MPC involved in that. David replied only for unincorporated and City of Savannah. Captain Gil asked so they will be able to reject if the City tries to push forward. David replied yes, for example if they try to name a street Broughton Street in Pooler they will try to stem those issues. They will need a process to go through and recommend different street names. Kelvin asked David are you making a formal recommendation and what do they need to take back to the EAB. David replied yes, there are two things. (1) A Data model which is a frame work of how they keep their GIS information. (2) The Nina model for GIS storage because it is what E911 and Next Gen 911 is based on. There will also be a work flow to work with the MPC or the RRC to ensure there are unique street names across the County. Kelvin asked are there any questions on this action. Chief Hadley asked will this proposal ask different municipalities to give up their autonomy relative to renaming streets. Kelvin replied he doesn't think it will be this committee it would probably, it will probably be one agency (MPC or a planning committee) which will have to be identified to make that follow up. The only recommendation this committee will make is whether they should take it to the EAB or not. Before sending the recommendation forward they may have to clean it up with the appropriate wording. David stated there are also issues of people making their addresses unknown. Kelvin asked is a standard that is already be in place. David replied no. Kelvin asked is there any further discussion. (Unknown person) is this happening in other cities or towns throughout the Country. David replied after attending a conference, he discovered in Idaho police chiefs are usually the individuals who make the recommendations for any committee issues. (Unknown person) stated street naming has to go through MPC, but every municipality does not participate, so if everyone does not participate there is no governance on street naming. Chief Wade stated they just started the process in Pooler. The first step is to see if MPC is willing to filter through all the addresses and street names. Then they can start looking at the political issues of changing a street name or address, but going forward they need to eliminate any duplications that may come up. Kelvin stated if this body believes it is a good idea to reduce or eliminate any additional duplications which also has a secondary action then they should vote to approve and send it to the EAB for additional discussions. The EAB will then determine what should be the deciding factor since they are the city leaders. Chuck stated the next time the EMS committee meet they will be making another recommendation to have a County wide Address Ordinance. This ordinance will enforce the visibility of addresses so they can be seen from the street. Nick added the MPC is funded by

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the City of Savannah and Chatham County. If it is determined this action needs to happen at the MPC it will funded and mandated. The leaders can make that choice. Sagis is more like a mapping division not a planning commission. David stated the difference is that it is funded by Unincorporated County tax payers which is different from Chatham County tax payers. **Approved upon motion of Chuck, seconded by Captain Ballard, and unanimously carried.**

2. Outline specific GIS data standards for all necessary layers to 911 dispatch operations, following the NENA standards published this year. Chief Simmons asked does that only cover the street points. David replied it's a frame work that uses address points on a map and address ranges. **Approved upon motion of Chief Simmons, seconded by Captain Ballard, and unanimously carried.**

3. Create a Public Safety GIS position to fill immediately. This position would focus on the implementation of the top 2 recommendations, along with public safety dispatch analysis and post event data collection and analysis. (unknown person) How would this be funded? David replied they have not discussed the funding source. Kelvin asked what organization this will reside in. David replied either County or CEMA. Chief Simmons asked how this is different from what Gina Ansley is doing at the communication center. David replied this person will support Gina. Chief Simmons stated this will be an additional data entry position. Kelvin stated they are looking to add an additional person to help reduce Gina's workload. When the transition is complete a lot of Gina's duties will be absorb by the ICS department. Based on what the recommendation he will vote no. (Unknown person) do they have the authority to create a position or can they only make a recommendation. Kelvin stated they are actively recruiting to fill that position. They can add duties to the position they have in place; with the transition to the County some of the administration and technical duties will be moved to ICS. As the RRC, they can make recommendations. There is no need to create additional work or recommendations. **No action taken upon motion of Kelvin Lewis, seconded by Chief Hadley, and unanimously carried**

4. Develop addressing standards specifically for all fire hydrants throughout Chatham County. (Unknown person) does this include private fire hydrants. David replied yes. **Approved upon motion of Chuck, seconded by Captain Ballard, and unanimously carried.**

EMS presented by Chief Chuck Kearns

5. The 9-1-1 center should report Hot EMS Responses vs. Cold EMS responses monthly, with the goal of reducing unnecessary hot responses. Reasons: This is included in the County's 9-1-1 EMS Contract for Zone Three and Zone Four to reduce unnecessary lights and sirens responses. Chief Simmons asked is there a policy to compare this to. Kellie replied yes. Kelvin stated the recommendation should be considered for all emergency agencies not one specific agency.

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Chuck replied he agrees he did not know they had that authority to include other agencies.
Chief Simmons stated in regards to Fire they respond in the manner as they are dispatched. If EMS is reducing their emergency responses Fire will do the same. Kelvin stated subcommittees have to communicate with one another. There should be no limitations on this recommendation in regards to emergency organizations. Since the recommendation is going to the EAB, it should be unanimous across each agency since the threat effects each organization. As subcommittees it is important to communicate with one another prior to the RRC meeting. (unknown person) there is still some misunderstandings. Chuck clarified for the Paramedics based upon the content of information received from 911. The big picture of what he sees is dispatch tells them how to run a call. The next recommendation will be for a structured algorithm for   dispatch based on the patient's condition. The recommendations for that process is for it to be automated. Captain Gil opposed the recommendation because he need more information on what the standard is for dispatchers. Chief Simmons stated there is some confusion on a few things. Kelvin asked should there be a report only on EMS or should this recommendation be modified to reflect all emergency agencies. Kelli stated it should be all monthly reports for all emergency agencies. Chief Simmons agreed reporting should be across the board. Kelli stated the recommendation should be rewritten to include all emergency agencies, and if this goes to the EAB they should be more specific not say report. Chief Simmons asked Kelli if she could reach out to the three committees and ask what they want on their monthly reports. Kelvin stated the subcommittees need to work together to rephrase the recommendation. The things they should take back to EAB are things they can't resolve amongst themselves, funding, or elevated resources. **Rejected upon motion of Captain Ballard, seconded by (unknown person), and unanimously carried.**   Kelvin asked Chuck to rewrite to include all agencies and bring it back to the next meeting.

6. The Committee strongly recommends implementation of the International Academy of Emergency Dispatch's (IAED), Emergency Medical Dispatch (EMD) program, to include response determinates being transmitted to the Ambulance Service at the time of call intake. Reasons: This lets the EMS crew know the nature of call to which they are responding and allows them to properly follow the medical director's response protocols. Chuck stated items 5-6 are related. They don't do it in this municipality but he have done it in other places which is an algorithmic interrogation caller to get an understanding of what is taking place on the scene and respond with appropriate resources in an efficient manner. The responsibility of the medical director is to oversee, approve how the units respond, and decide how many units should be on the scene. Kelli added the staff would still have to be trained and use cards in case the computers are down. (Unknown person) who is the medical director. Chuck replied Frank Davis, M.D. Chief Simmons asked is he head of the EMS Council as well. Chuck replied he is the Chairman of Chatham County Emergency Services. Chief Simmons asked has this recommendation been reviewed by the that committee. Chuck replied yes. Chief Simmons asked Kelli was she

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comfortable using the EMD program with her staff. Kelli replied yes. **Approved upon motion of Chief Hadley, seconded by Chief Jeffcoat, and unanimously carried.**

7. The Committee strongly recommends implementation of the IAED, EMD program, to include pre-arrival instructions to callers. Reasons: 9-1-1 telecommunicators will render immediate medical instructions, coaching the caller to mitigate the emergency prior to EMS arrival and greatly reduce dispatch liability exposure. Kelli added this is still a part of the EMD process the two cannot be separated. Chuck also added the medical director have to sign off on the pre-arrival instructions as well. Chief Simmons asked does this require annual or semi-annual training recertification for the dispatch. Kelli replied yes, and it also requires a monthly in-service so they are not doing it once a year. Chief Simmons asked they are building up on a twelve month cycle they will get their hours Kelli replied yes, and it will be more than twelve hours. Chief Simmons asked are the current staffing levels going to create any delays. Kelli replied dispatchers can start pre-arrival instructions while on the phone collecting information. The EMD process ask the pre-arrivals the basic questions while the emergency agency is in route so it will speed up the process. Chief Simmons stated that will be the initial training. Nick asked Chuck is that the software they saw as a demo and what is the name of it. Chuck replied yes, it is Emergency Medical Dispatch Program (EMD) from the International Academy of the Emergency Dispatch (IAED). **Approved by default of item #6**

8. The Committee strongly recommends implementation of the IAED, EMD program to include Pro-QA. Reasons: This automates the caller interrogation and pre-arrival instructions process to greatly increase the speed of call intake and reduce human error. Kelvin asked is there a cost associated with this and are there any quotes. Chuck replied yes, but they don't have any quotes at the moment. Nick stated he believes they recommend to the EAB what is needed and an estimated cost from there it should be further discussions amongst the EAB. **Approved upon motion of Chief Wayne, seconded by David Donnelly, and unanimously carried.**

9. The Committee strongly recommends implementation of the IAED, EMD program, to include "AQUA." Reasons: This is a formal dispatch quality improvement process. **Approved upon motion of Chief Simmons, seconded by Officer Graves, and unanimously carried.**

10. The Committee strongly recommends implementation of at least one (preferably more) Communications Training Officer (CTO) positions. The CTO(s) are recommended to also be certified as an IAED, EMD – "EMD-Q". Reasons: to conduct quality improvement reviews and improve the performance of telecommunicators, these CTOs must be certified in EMD-QA. Kelli stated she will have to reject this recommendation based on the wording. They do not need any additional CPO's. They need the position that has been created which is QA EMDQ Manager

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to listen to the calls. Kelli stated it should be rewritten to reflect EMD-Q. Chuck amended the recommendation to take out CTO and add EMD-Q. He stated if they were not familiar with the programs he could bring someone in to demonstrate how the programs worked. Chief Simmons suggested that police and fire get a demonstration on the programs. He asked Chuck what was the turn around to get fire and police a date to meet with those committees. Chuck replied he do not know at the moment. Chief Simmons suggested November 14th since there is a month before the next EAB meeting. Kelvin stated from a cost standpoint, they want to put a recommendation in front of the EAB that is holistic and accurate. Chuck agreed and added the medical director also wants to go forth with it. Nick clarified Kelvin's statement, the EAB will ask how much this program will cost. The cost is the determining factor. **Tabled upon motion of Chief Jeffcoat, seconded by Kristi, and unanimously carried.**

11. The 9-1-1 center CAD and the EMS & Fire CAD should be linked with an electronic interface or "data bridge" software immediately; paid for by Chatham Emergency Services and installed by their CAD vendor, Zoll (an international leader in dispatch software). Reasons: 911 Telecommunicators type in call information in the 911 CAD and then radio the information to the EMS & Fire Dispatch Center. The EMS & Fire Dispatchers then manually re-enter the call in their CAD and geo-code it before being able to dispatch an appropriate ambulance or fire apparatus to the emergency. This "double manual" call entry process is redundant and wastes precious minutes when responding to emergency calls. Nick stated from a technology perspective he don't believe a vote is required because this is just a possibility if it can happen unless there are additional costs associated with this recommendation. Chuck stated these are things that came out of their operational subcommittee that they want to see happen. Things have changed since more information has been brought forward. Kelvin stated they love the idea, but a couple of variables trump it and it is not from a lifesaving standpoint. The transition from the City of Savannah to Chatham County control is a massive move, and as a project manager he can't derail resources that will put this at risk. Secondly, they understand Chuck's side and they are working with Chuck, the City's IT team, and the County's IT team to ensure that they are not looking at an expensive cost on their end. **Tabled upon motion of Chief Wayne, seconded by Chief Simmons, and unanimously carried.**

ICS presented by Nick Batey

12. Upgrade/replace current systems with unified and centralized CAD and RMS. Amend to include until 911 is completed. Nick stated anytime they make decisions on interfaces to systems other than CAD or to the CAD that decision have to be done across the board. Whatever you do to one have to be done to the other. He would like to reduce the number of interfaces to zero. **Nick amended the recommendation to add the following upgrades to replace the current systems with unifying centralized RMS immediately after the completion of the 911**

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migration. Approved upon motion of Wade Simmons with the addition that the process does not begin until the 911 center has been completely transformed over and completed with the County, seconded by Captain Ballard, and unanimously carried.

13. Create a standard buildout requirements for MDTs. **Removed by Nick Batey**

Define meeting frequency and next meeting date

Kelvin recommended that they meet one week prior to the EAB's meeting.

Meeting adjourn