

BOARD OF DIRECTORS OF THE GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

WEDNESDAY, DECEMBER 15, 2021
10:00 AM TO 11:00 AM
CONFERENCE CALL

BOARD MEETING MINUTES

Board Members Present:

Billy Hancock, *Chairperson*
William Wright, *Secretary*
Cheryl Greathouse
Amy Oneacre
Greg Whitaker
Billy Grogan
Pete Olson
Ted Wynn
Steve Nichols

Board Members Absent:

Alex Lee, *Vice Chairperson*
Steve Horton
Michael Wall
Major Robert Balkcom

The Georgia Emergency Communications Authority held a board meeting on December 15, 2021, as a conference call. A List of Attendees, an Agenda, and the Meeting Presentation are attached hereto and made official parts of these minutes as Attachments #1, #2 and #3. Billy Hancock called the meeting to order at 10:06 AM.

All board members are present except Alex Lee, Steve Horton, Michael Wall, and Major Robert Balkcom.

Chairperson Hancock welcomed everyone to the meeting and the conference call.

Roll Call

Approval of Minutes

Hancock made a motion to approve the September 14th and October 18th meeting minutes. Ted Wynn made a motion to approve the minutes. William Wright seconded the motion. The motion was passed unanimously.

Board Presentations

Chairperson Billy Hancock opened the floor for board presentations. Director Nix introduced Ann and Debbie, guests on the call who work for the Georgia Department of Behavioral Health and Developmental Disabilities and have made efforts towards the 9-8-8 program. This team is tasked with working closely with the Georgia Crisis and Access Line (GCAL) and how it will ultimately relate to 9-8-8, as 9-8-8 progresses. This three-digit number connects callers to individuals involved in Suicide Prevention and Mental Health-Crisis resources. Georgia implemented GCAL in 2006, which offers 24/7 services and has also included access to life-line calls. However, when 9-8-8 kicks off in July 2022, 9-8-8 callers will automatically be directed to Georgia's Crisis and Access Line. This program will allow callers to connect with local

resources and is based on area code (unlike 9-1-1, which is based on geo-location). This will broaden the population who will have access to services and know about the number. 9-8-8 focuses on three main functions: 1) Someone to talk to - primarily from their call-center, including access to a peer-run hotline; 2) Someone to respond - which includes mobile-crisis who can coordinate with 9-1-1 if necessary; and 3) Somewhere to go. Further, they went on to discuss how their team created a strategic plan on creating 9-8-8 with a coalition committee. The committee worked for about three months on a bi-weekly basis with GECA and GCAL to come up with best practices on how to get 9-8-8 implemented. Upon completion of their presentation, the floor was opened for questions.

Executive Director's Update

Director Michael Nix provided an update on Georgia Emergency Communications Authority's (GECA) current projects. An update on finances were presented to the board. Overall, GECA is doing well; over the beginning of FY22, Georgia Emergency Communications Authority (GECA) revenues are slightly over 1.7 million dollars in comparison to the same timeframe in FY21. Nix also discussed specific line items in the budget, including renewing licensing, grant software and the potential for purchasing 4 new vehicles. On the grant match requirements, GECA will plan to increase that line item in the next meeting due to the work that the GIS team was able to accomplish before the match deadline. Nix moved on to discuss general updates. He and the field coordinators traveled to Dothan, Alabama the previous week to sit down with his counterpart, Leah Missildine, to discuss Alabama's journey through Next Generation 9-1-1, and what to expect on the state side with the RFP. During their trip, they also spoke with several local directors to obtain the PSAP's perspective on this topic.

Directors' Academy SWOT Analysis

Director Nix opened the floor to Jonathan Jones, Area 3 Field Coordinator, to present a new service GECA is offering based on a recent inquiry from one PSAP who was interested in conducting a SWOT Analysis in response to the Directors' Academy. This PSAP wanted to properly discover its "Strengths, Weaknesses, Opportunities and Threats," so GECA Field Coordinator, Jonathan led and assisted it in a workshop program. They used an interactive technique with the PSAP's staff to assess the agency. From their findings, the leadership team or organization can use the conclusions to benefit the agency's operations and to assist with strategic planning and decision making. Jonathan gave an overview of the process GECA staff members use to conduct a SWOT Analysis.

Federal Grant Update

Director Nix took the floor to discuss where GECA stands on the grant. Beginning in November (2021) GECA held six Next Generation 9-1-1 workshops across the state. 35 agencies participated in an informational workshop where GECA gave a rundown of how it would work: the network, core service basics, network diagrams, GIS requirements, cybersecurity, expectations, and timelines moving forward. Given the feedback from the workshops, Nix explained the partnership that Mission Critical Partners (MCP) has with the results. As MCP has been developing the RFP for NG 9-1-1 in Georgia, they have also been developing a document based on some of the feedback from the said meetings, along with board meetings, that will be

presented to Nix on this following Friday. From there, MCP and GECA is going to engage in an RFP task force steering committee.

As for the training aspect of the Federal Grant, Nix discussed the Pilot offerings for the 911 Directors' Academy that were held in May, July, September, and November with 59 participants. Due to the successes of the courses, GECA will be offering additional opportunities in the Spring and Fall of 2022. In addition, the training block grant has reimbursement roughly \$150,000, to date, to PSAPs who have opted to participate. GECA also opened the grant opportunity to Secondary PSAPs.

Nix opened the floor to Natalie Lee to give an update on GIS. Lastly, Nix gave an update on legislation. SB 76, the Comprehensive 911 bill that adjusts the 911 fee, has been introduced, along with SB 84, bill that adds telecommunicators to the POAB Benefit Fund.

Old Business

Chairperson Billy Hancock opened the floor for old business. There was no old business to discuss.

New Business

Chairperson Billy Hancock opened the floor for new business. There was no old business to discuss.

Public Comment:

Chairperson Billy Hancock opened the floor for public comment. There were no public comments made.

Adjournment:

There being no further business to be brought before the Board, Ted Wynn called for a motion to adjourn. Chairperson Billy Hancock made a motion to adjourn the meeting. Greg Whitaker seconded the motion. The meeting adjourned at 11:20 AM.

These minutes are hereby approved and adopted this 1st day of March 2022

Billy Hancock
Chairperson

William Wright
Secretary

Official Attachments:

1. List of Attendees
2. Agenda
3. Meeting Presentation

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Steve Nichols

GECA Staff Members:

Michael Nix
Aleisha Rucker-Wright
Bess Larson
Skylar Whitaker
LaTonya Turner
Amy Ramsey
Jonathan Jones
Tammy Smith
Pamela Waters

9-1-1 Advisory Panel:

Tamika Kendrick, Emory Police Department
Daniel Dunlap, Augusta-Richmond County
Russ Palmer, Chatham County 911
Barry Woodward, City of Decatur 911
John Blalock, Floyd County 911
Jason Lawson, Troup County 911
Lynn Smith, Habersham County 911

Others Attending:

Natalie Lee