

BOARD OF DIRECTORS OF THE GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

TUESDAY, MARCH 10, 2020

9:00 AM TO 10:30 AM

GEORGIA EMERGENCY COMMUNICATIONS CONFERENCE
COLUMBUS CONVENTION AND TRADE CENTER

BOARD MEETING MINUTES

Board Members Present:

Cheryl Greathouse, Chairperson
Billy Hancock, Vice Chairperson
William Wright, Secretary
Amy Oneacre (via conference call)
Greg Whitaker (via conference call)
Ted Wynn
Alex Lee (via conference call)
Peter Olson
Kevin Curtin (via conference call)
Billy Grogan (via conference call)
Steve Nichols

Board Members Absent:

Col. Gary Vowell
Michael Wall

The Georgia Emergency Communications Authority held the board meeting on March 10, 2020 at the Georgia Emergency Communications Conference at the Columbus Convention and Trade Center. A List of Attendees, an Agenda, the Meeting Presentation, and the T-CPR Task Force Recommendations are attached hereto and made official parts of these minutes as Attachments #1, #2, #3, and #4. Cheryl Greathouse the Chairperson of the Georgia Emergency Communications Authority called the meeting to order at 9:00 AM.

All board members are present except Colonel Gary Vowell with the Georgia Department of Public Safety and Michael Wall with Comcast.

Chairperson Greathouse welcomed everyone to the Georgia Emergency Communications Conference in Columbus, Georgia.

Roll Call

Approval of the Minutes:

Michael Nix presented the minutes of the December 10, 2019 meeting for discussion and approval. Chairperson Greathouse asked for a motion for the approval of the minutes; Peter Olson made a motion to approve the minutes. Sheriff Billy Hancock seconded the motion. The motion passed unanimously.

Executive Director's Update

Executive Director Nix provided an update regarding 911 fee collection, the NG911 Grant, 911 recognition legislation, GECA's Final Four support, the MCV Exercise, other GECA activities, and the APCO Cybersecurity Course.

See Attachment #3 for full presentation.

Board Presentations

Nicki Tidey and Jackie Mines with Mission Critical Partners (MCP) presented on the Georgia Strategic NG911 Readiness and Procurement Strategy.

The NG911 Survey will be published in early April for 911 Directors to complete.

MCP reviewed the program elements of the transition plan for NG911 as well as the project milestones, metrics, and timeline moving forward.

See Attachment #3 for full presentation.

Old Business

Chairperson Cheryl Greathouse opened up the floor for old business. Jason Lawson with Troup County 911 provided an update on the T-CPR Task Force. After several meetings and conference calls, the task force has created some recommendations for the Board to review. First, GECA staff should include questions in the statewide assessment to determine the number of PSAPs that currently utilize EMD protocols that include T-CPR instructions and willingness to consider adopting such protocols. Second, the information collected should be broken down into three tiers: PSAPs that utilize EMD protocols, PSAPs that would like to pursue implementation, and PSAPs that do not have the resources for implementation. Third, to partner with Public Health's Office of Cardiac Care, GPSTC, and the American Heart Association to identify the necessary steps to develop T-CPR protocols and the necessary training. Fourth, explore long-term options regarding the creation of state-sponsored emergency medical dispatch protocols to supplement the commercially available EMD programs.

See Attachment #4 for full T-CPR Task Force Recommendations

Angela Bowen with GPSTC provided an update on the Training Working Group. The group met back in October to discuss creating training pathways. Recommends that GECA directly contracts with specific training providers and deliver the training regionally. Each local PSAPs' block grant would be charged for the cost of the students they send. The working group is getting a list together of recommended courses. They will be discussing this more at the Directors meeting this afternoon.

New Business

Chairperson Cheryl Greathouse opened the floor for new business.

Resolution #2020-03-01: T-CPR Recommendations Resolution

Michael Nix presented the T-CPR Recommendations Resolution 2020-03-01. Chairperson Greathouse asked for a motion for the approval of Resolution 2020-03-01; William Wright made a motion to approve the resolution. Ted Wynn seconded the motion. The resolution passed unanimously.

Public Comment:

Chairperson Cheryl Greathouse opened up the floor for public comment. William Wright thanked the PSAP Directors for attending this Board Meeting today. He proposed the creation of a Finance Committee to help create a budget and manage the funds.

Peter Olson made a motion to authorize Chairperson Greathouse to form a Finance Committee. William Wright seconded the motion. The motion passed unanimously. The Finance Committee members will be Chairperson Greathouse, William Wright, Billy Hancock, and Alex Lee.

Adjournment:

There being no further business to be brought before the Board, Chairperson Cheryl Greathouse called for a motion to adjourn. William Wright made a motion and Chief Steve Nichols seconded the motion. The motion passed and Chairperson Cheryl Greathouse adjourned the meeting at 10:30 AM.

These minutes are hereby approved and adopted this the 30th day of June 2020.

Cheryl Greathouse
Chairperson

William Wright
Secretary

Official Attachments:

1. List of Attendees
2. Agenda
3. Meeting Presentation
4. T-CPR Task Force Recommendations

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Alex Lee (via conference call)
Peter Olson
Kevin Curtin (via conference call)
Billy Grogan (via conference call)
Steve Nichols

GECA Staff Members:

Cassie Hazell
Michael Nix
Jonathan Jones
Ashley Larrow
Bess Larson
Amy Ramsey
Ashley Seay
Mike Smith (via conference call)
Tammy Smith
LaTonya Turner (via conference call)

9-1-1 Advisory Panel:

Daniel Dunlap, Augusta-Richmond County
Randy Johnson, Mitchell County
Tamika Kendrick, NENA
Jason Lawson, Troup County
Lynn Smith, APCO
Steve Usher, Glynn County

Others Attending:

Jackie Mines
Nicki Tidey

GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

BRIAN P. KEMP
GOVERNOR



MICHAEL NIX
EXECUTIVE DIRECTOR

Board of Directors of the Georgia Emergency Communications Authority

Tuesday, March 10, 2019

9:00-10:00 AM

Georgia Emergency Communications Conference

Sycamore B Room

Columbus Convention and Trade Center

Meeting Agenda*

- I. Call to Order/Opening Remarks—Chairperson Cheryl Greathouse
- II. Roll Call—Secretary William Wright
- III. Approval of March 10th Minutes—Chairperson Cheryl Greathouse
- IV. Executive Director's Update—Michael Nix
- V. Board Presentations
 - A. NG911 PSAP Assessment review – Mission Critical Partners
- VI. Old Business
 - A. Training Working Group Update – Angela Bowen, GPSTC
 - B. T-CPR Task Force Update – Jason Lawson, Troup Co. 911 Director
- VII. New Business
 - A. T-CPR Recommendations Resolution (#2020-03-01)
- VIII. Public Comment

IX. Adjourn

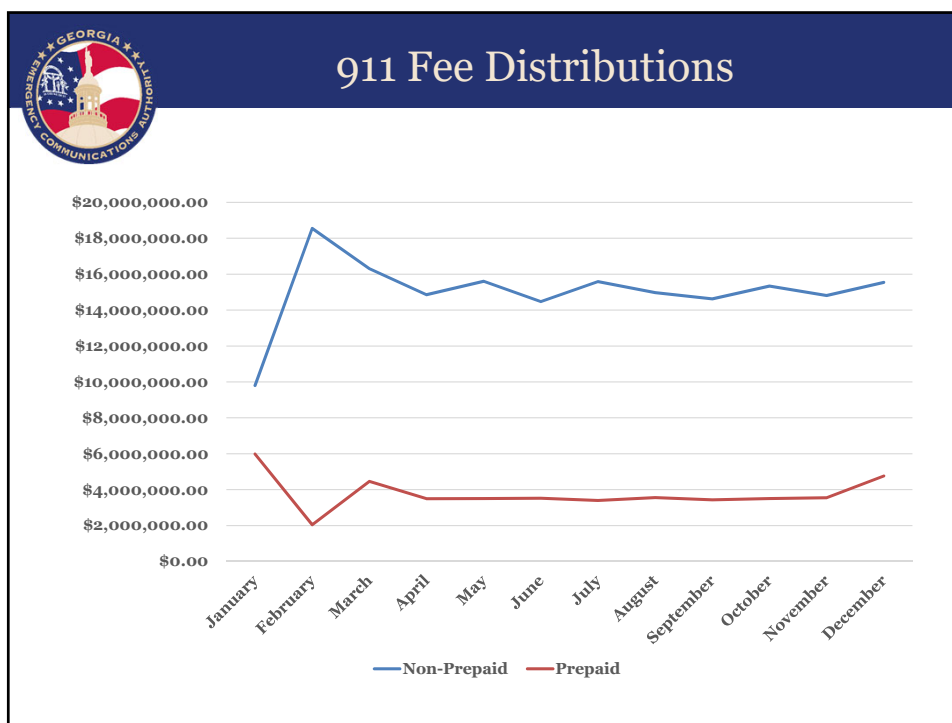
*Meeting Agenda is subject to change



Georgia Emergency Communications Authority

March 10, 2020 Board Meeting

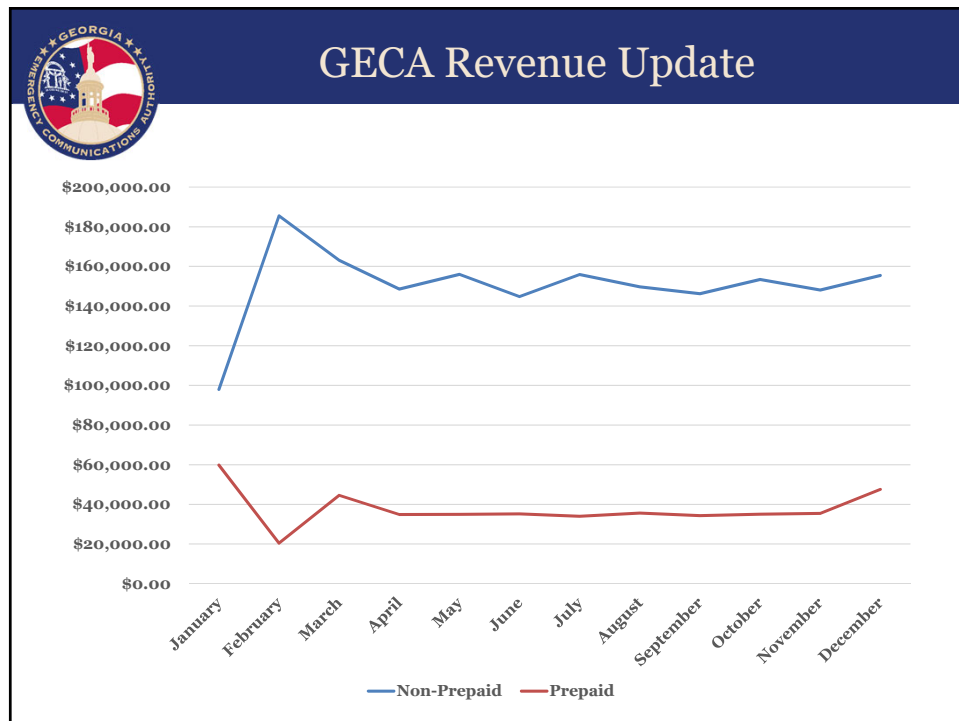
Month	Non-Prepaid	Prepaid
January (March)	\$9,795,611.46	\$5,983,774.86
February (April)	\$18,551,477.09	\$2,041,481.72
March (May)	\$16,310,640.97	\$4,458,588.49
April (June)	\$14,860,458.56	\$3,491,280.14
May (July)	\$15,603,957.38	\$3,498,534.06
June (August)	\$14,476,048.51	\$3,521,816.97
July (September)	\$15,592,036.35	\$3,397,584.47
August (October)	\$14,969,355.77	\$3,557,439.36
September (November)	\$14,626,447.29	\$3,428,979.12
October (December)	\$15,341,813.03	\$3,503,203.25
November (January)	\$14,812,793.40	\$3,544,568.89
December (February)	\$15,546,662.87	\$4,755,971.65
Total:	\$180,487,302.68	\$45,183,222.98



911 Fee Projections

- January 2019 projection:
\$220 million dollars
- December 2019 projection:
\$224 million dollars
- Actual CY 2019 amount:
\$225,670,525.66

Month	Non-Prepaid	Prepaid
January (March)	\$97,956.33	\$59,837.75
February (April)	\$185,515.14	\$20,414.82
March (May)	\$163,106.89	\$44,585.88
April (June)	\$148,604.81	\$34,912.80
May (July)	\$156,040.00	\$34,985.34
June (August)	\$144,760.93	\$35,218.17
July (September)	\$155,920.81	\$33,975.84
August (October)	\$149,693.69	\$35,574.39
September (November)	\$146,264.84	\$34,289.79
October (December)	\$153,418.46	\$35,032.03
November (January)	\$148,128.28	\$35,445.69
December (February)	\$155,467.15	\$47,559.72
Total:	\$1,804,877.33	\$451,832.22



Category	FY 2020 Budget	YTD Expenditures (Feb. 29)	% Spent YTD (Feb. 29)
Personnel	\$666,642	\$265,967	40%
IT and Equipment	\$83,825	\$26,088	31%
Motor Vehicles	\$236,201	\$204,960	87%
Regular Operating	\$195,000	\$43,955	23%
Telecomms	\$106,500	\$21,807	20%
Contracts	\$137,489	\$35,168	26%
Grant Match Requirements	\$91,140	\$0	0%
Total	\$1,516,797	\$597,945	39%



Emer. Comm. Field Coordinators

- Region A (NW and Metro)
 - Amy Ramsey
- Region B (NE and East Central)
 - Jonathan Jones
- Region C (SW and Middle)
 - Tammy Smith
- Region D (Coastal and SE)
 - TBD
- **Started March 2, 2020**



NG911 Grant Update

- Task #1: NG 911 Strategic Plan and Assessment
 - MCP will discuss upcoming survey
- Task #2: NG911 GIS Readiness Assessment and Strategy
 - Hiring staff utilizing grant funds
 - Will begin regular meeting schedule with GIS team this month
- Task #3: NG911 Training
 - Identifying contractor for the three online courses
 - Training Working Group working on course recommendations for grant money



New 911 Directors Academy Update

- Based on the Occupational Analysis (OA) results from the Fall, we've created an OA summary sheet that will be presented later today during the 911 Directors session.
- We will review the summary sheet as well as complete an exercise that will allow us to focus the Academy to what is most critical for new directors.



911 Recognition Legislation

- Jan. 14, 2020: Georgia House of Representatives adopts HR 885 recognizing 911 telecommunicators as first responders
- March 5, 2020: Georgia Senate adopts SR 900 recognizing 911 telecommunicators as first responders
- No definition of “first responder” *anywhere* in Georgia Code.
- Waiting for new calendar to determine when 911 Day at the Capitol



Technical Assistances for CY 2020

TA	Status	GECA Staff Leads
Alerts and Warning Plan Update	ECD is developing draft document for GECA review	Michael Nix Greg Smith
Statewide TICP Update	Scoping call scheduled for next week	Edwin Whitworth Mike Smith
Electronic FOG	Will begin after TICP update	Edwin Whitworth Greg Smith
MCV Exercise Support	Identifying possible roles federal support	Michael Nix Mike Smith Edwin Whitworth
LTE Engineering Support	Identifying app(s) necessary to complete request	Michael Nix Bess Larson



GECA Support for Final Four

- Providing assistance with the All-Hazards Command Post at the State Operations Center
- Atlanta Police Department is running lead on this event, with GEMA/HS and GECA support
- GECA is responsible for providing dispatch support for the All-Hazards Strike Teams (EOD/K-9/Bomb Technicians)
- In addition to Atlanta 911 dispatchers, we will be utilizing mutual aid from these jurisdictions:
 - DeKalb County 911 (4)
 - City of Roswell 911 (3)
 - Forsyth County 911 (3)
 - Fulton County 911 (2)
- GECA staff will serve as COML, Deputy COML, 2 COMTs, and 2 COMU support



MCV Exercise Update

- Scheduled for July 6-10 at the Georgia Public Safety Training Center in Forsyth
- GECA staff serves as lead organizer for the exercise
- Will feature over ### MCVs
- This year, we will increase the role that tactical dispatch and 911 public safety telecommunicators will play.



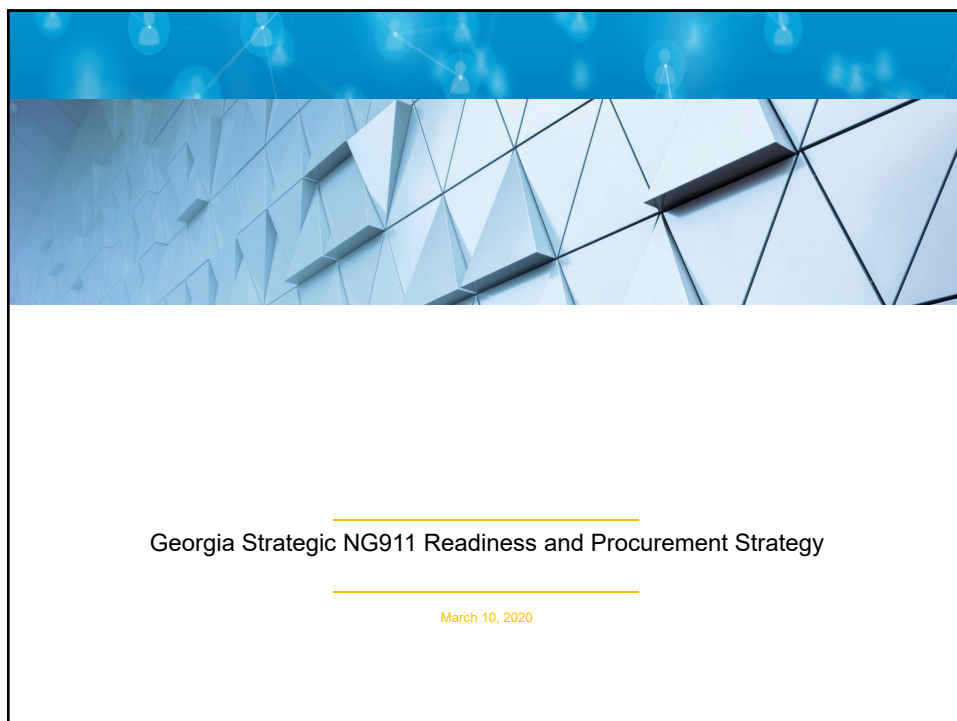
APCO Cybersecurity Fundamentals

- GECA will be hosting a Cybersecurity Fundamentals course at GPSTC on April 22, 2020.
- Course topics include:
 - How cyber attacks work
 - Why PSAPs are a target
 - Phishing
 - Ransomware
 - Importance of a Cyber Response Plan
- Will serve as the pilot for an online course
- GECA/GPSTC committed to hosting Intermediate, Advanced, and CISO level courses at GPSTC as courses are developed.



Other notable GECA activities

- Provide communications support the SAR mission for lost hiker in Dawson County
- Successful testing of Georgia DOT's traffic wireless emergency alert system
- Deputy Director Smith visited Area 2 911 centers in February
- Conducted four (4) regional FirstNet meeting
 - Glynn County
 - Crisp County
 - Athens-Clarke County
 - Floyd County
- Developing Reference Guide for eligible 911 fee expenditures
- Reviewing draft COMU Plan with Working Group



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Agenda

- Introductions
- Define Success
- Program Elements
- Milestones and Timeline
- Next Steps
- Questions and Answers

A close-up photograph of a smartphone screen displaying a blue emergency app interface. The number "911" is prominently shown at the top. Below it, a grid of buttons contains the numbers 1, 2, 3, 4, 5, 6, 7, 8, and 9. The status bar at the top of the screen shows the time "10:51 PM" and a battery level of "89%".

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Success

What does success look like for Georgia ?

- Robust
- Interoperable
- Long-term solution



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Program Elements

Georgia Strategic and Transition Plan for NG911 will include the following:

- Overall readiness gap analysis for NG911 deployment
- Model for Advancing Public SafetySM (MAPS)SM assessment findings
- Executable plan for procurement for ESInet and NGCS
- Strategy for implementing a statewide ESInet and NGCS solution

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Gap Analysis

PSAP Technological and Operational Survey Questions

Georgia NC911 Survey

0% 100%

Please provide information on the 9-1-1 telephone answering Customer Premises Equipment (CPE) at your primary PSAP (if you have a backup PSAP, that information will be asked later)

Customer Premises Equipment (CPE)

21 CPE01 Who is your CPE Manufacturer?
This question is mandatory.

Example: Avaya, Mitel, etc.

22 CPE02 Which CPE Model?
This question is mandatory.

Example: Vanta 6.2, 8000 v.a., Viper 6.1

23 CPE03 What year was the CPE installed or upgraded last?
This question is mandatory.

2020

24 CPE04 Do you have plans to upgrade or replace your CPE?
This question is mandatory.

☐ Yes ☐ No

25 CPE05 How many CPE positions do you have at your primary PSAP?
This question is mandatory.
Only numbers may be entered in this field.

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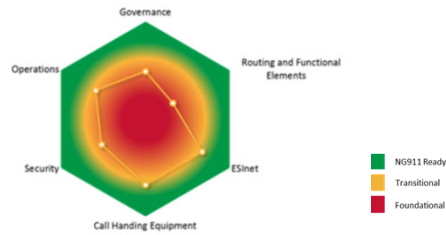
Model for Advancing Public SafetySM

Statewide MAPSSM Assessment

- Interview lead assessment
- Establish a metric to measure progress
- Gap analysis with a report detailing recommendations to close gaps
- Identify short-term opportunities to focus on while building a long-term vision
- Detailed capability assessment across multiple functional areas

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Lever	Score	Questions											
	Overall Score	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Governance	5	2	4	4	6	6	8	4	4	10	2		
Routing and FE	3.33	4	2	2	2	4	4	2	6	4			
ESInet	6.8	6	2	10	10	4	10	10	4	2	10		
CHE	6.83	10	8	8	2	10	10	8	2	10	6	4	4
Security	5.33	2	2	2	10	6	10						
Operations	6	2	10	4	6	2	4	10	10				



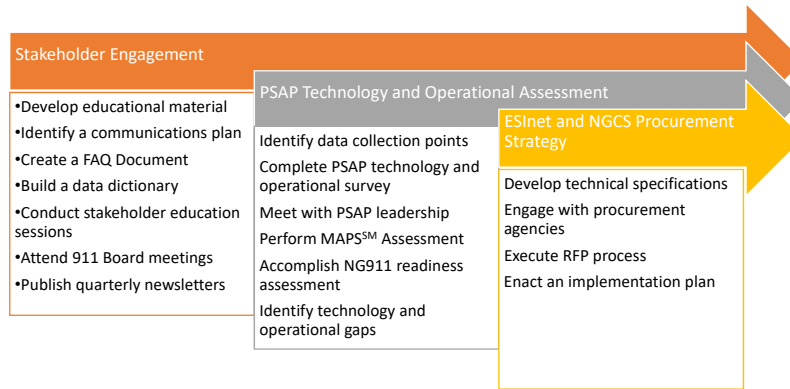
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Project Milestones and Metrics

Task Milestones	Measurements/Metrics
1. Stakeholder Engagement	
Regional stakeholder sessions	Regional meetings scheduled and attended by at least 80% of stakeholders
Communications plan	Quarterly reports statewide on progress
2. PSAP Technology and Operational Assessment	
MAPS SM Assessment	Statewide gap analysis of NG911 readiness
Data collection	At least 80% return rate on surveys
3. ESInet and NGCS Procurement Strategy	
State procurement environment analysis	Identifying procurement strategy and agency
Procurement strategy options	Develop RFP

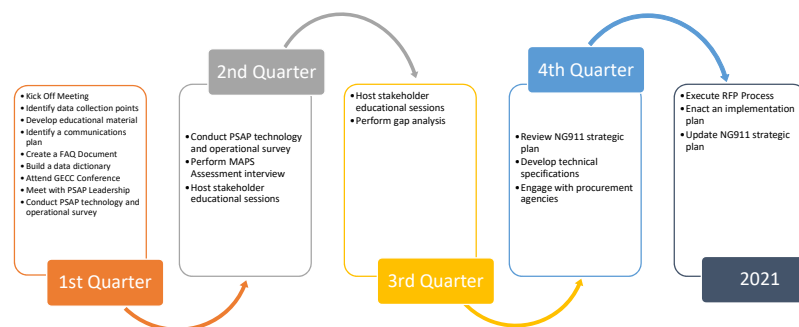
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Project Milestones and Deliverables



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Project Timeline



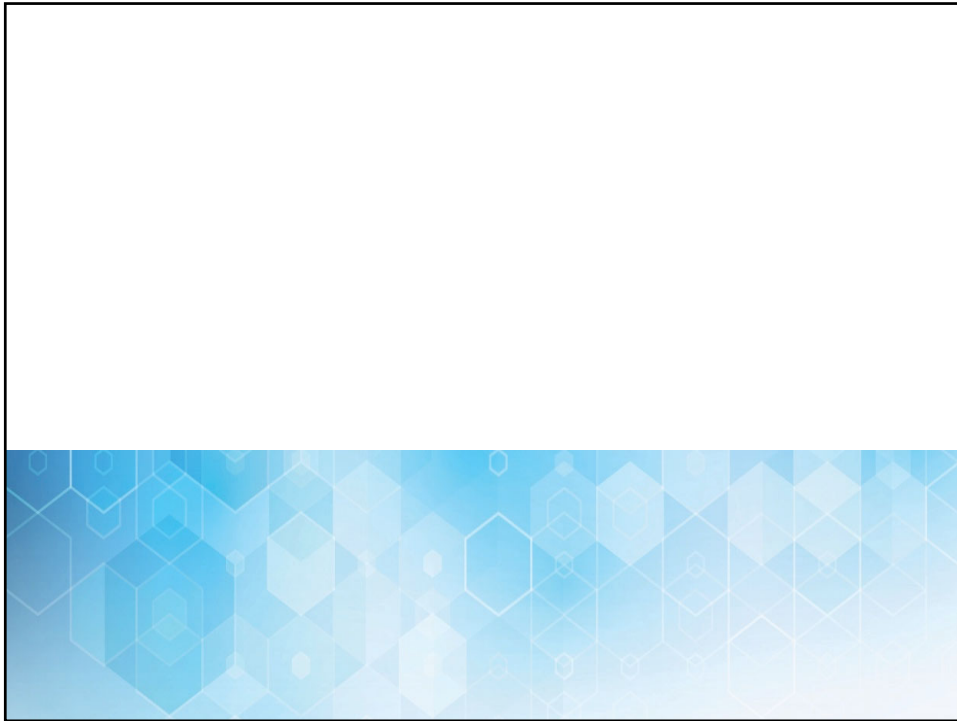
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What's Next?

- Build data dictionary
- Launch PSAP technology and operational survey April 1st
- Coordinate stakeholder engagement sessions
- Conduct MAPSSM interview with GECA Staff and Stakeholders

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**Recommendations from the
Telephone CPR (T-CPR) Task Force
of the
Board of Directors of the Georgia Emergency
Communications Authority**



Members:

Chairperson Jason Lawson, Director, Troup Co. 911

Melissa Alterio, Director, City of Roswell 911

Danny Murray, Training Coordinator, Forsyth Co. 911

Paula Whaley, Director, Seminole Co. 911

Anessa Westmoreland, Operations Manager, Covington-Newton Co. 911

Adopted: March 10, 2020

Background:

The American Heart Association (AHA) introduced legislation in March 2018 that would have required all communications officers to receive “training in the delivery of high-quality telephone cardiopulmonary resuscitation (T-CPR).” “The training shall follow the most current evidence based nationally recognized guidelines for high-quality telephone cardiopulmonary resuscitation which incorporate recognition protocols for out-of-hospital cardiac arrest, compression only cardiopulmonary resuscitation, and continuing education.”¹

After this legislation was introduced, Executive Director Nix met with staff from the AHA to discuss options on moving forward with T-CPR in Georgia. From there, the GECA Board created the T-CPR Taskforce in December 2018. The T-CPR Taskforce has met several times since its creation to discuss the options for T-CPR in Georgia as well as hear from the American Heart Association and the Georgia Department of Public Health’s Office of Cardiac Care.

As a result of these discussions, the Taskforce believes that GECA should explore further a partnership with the Office of Cardiac Care whose mission is “to improve survival rates in Georgia from out-of-hospital cardiac arrests (OHCA) and heart attack (STEMI) through quality improvement, benchmarking and evidence-based guidelines.”² The Taskforce believes this partnership is critical to the effective implementation of T-CPR in Georgia. The Taskforce also believes that the discussion over T-CPR is only part of a larger conversation regarding the use of emergency medical dispatch (EMD) protocols by PSAPs and agrees with the Association of Public-Safety Communications Officials (APCO) that a “comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions, and can help meet the growing public expectation that when citizens call 911, appropriate medical care will be provided as quickly as possible.”³ A recent poll conducted by the National Highway Traffic and Safety Administration found that “more than 90 percent of respondents expected to receive EMD services when calling 911.”⁴

Recommendations:

1. As part of GECA’s upcoming statewide PSAP technological and operational assessment, GECA staff should include questions to determine the number of PSAPs that currently utilize EMD protocols that include T-CPR instructions and their willingness to consider adopting such protocols.

¹ HB 1016, 2017-2018 Biennium, 2018 Reg. Sess. (Ga. 2018)

² “Office of Cardiac Care.” Georgia Department of Public Health, Georgia Department of Public Health, dph.georgia.gov/office-cardiac-care-o.

³ Emergency Medical Dispatch (EMD). (n.d.). Retrieved from <https://www.apcointl.org/training-and-certification/disciplines/emergency-medical-dispatch-emd/>

⁴ Kryda, K., & Sheppard, K. (2020). U.S. Department of Transportation 1200 New Jersey Avenue Se, Washington, Dc 20590. National Highway Traffic Safety Administration. The 2016 Motor Vehicle Occupant Safety Survey: 911 Systems. National Highway Traffic Safety Administration. Retrieved from <https://rosap.ntl.bts.gov/view/dot/43787>

2. Once this information is collected PSAPs should be broken down into three (3) tiers:
 - a. Tier I: PSAP currently utilizes EMD protocols that include T-CPR instructions.
 - b. Tier II: PSAP would like to pursue implementation and use of T-CPR/EMD protocols, but lacks necessary agency support, funding, and/or personnel to implement EMD protocols.
 - c. Tier III: PSAP does not have the resources, personnel, or support for the implementation and use of EMD/T-CPR
3. Partner with the Georgia Department of Public Health's Office of Cardiac Care, the Georgia Public Safety Training Center, and the American Heart Association to identify the steps necessary to develop and/or recognize existing T-CPR protocols as well as the training necessary to implement T-CPR in Tier II PSAPs.
4. Explore long-term options regarding the creation of state-sponsored emergency medical dispatch protocols to supplement the commercially available EMD programs.

GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

BRIAN P. KEMP
GOVERNOR



MICHAEL NIX
EXECUTIVE DIRECTOR

Resolution #2020-03-01

RESOLUTION ADOPTING TELEPHONE CPR (T-CPR) TASK FORCE RECOMMENDATIONS

WHEREAS, the Board of Directors of the Georgia Emergency Communications Authority (GECA) created the T-CPR Task Force on December 13, 2018; and,

WHEREAS, the Task Force has met numerous times since its creation to discuss options regarding implementing T-CPR protocols in the state; and,

WHEREAS, the T-CPR Task Force has developed recommendations based on discussions with the American Heart Association and the Georgia Department of Public Health's Office of Cardiac Care; and,

WHEREAS, T-CPR is only part of a larger conversation regarding the use of emergency medical dispatch (EMD) protocols by PSAPs to help meet the growing public expectation of 911;

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1: The Board of Directors of the Georgia Emergency Communications Authority adopts the T-CPR Task Force recommendations attached to this Resolution.
- Section 2: The Executive Director or designee is authorized to execute agreements necessary to carry out these recommendations.
- Section 3: This resolution shall be in effect immediately upon adoption.

Cheryl Greathouse

Chairperson

Board of Directors of the Georgia Emergency Communications Authority

I hereby certify that this Resolution was adopted by the Board of Directors of the Georgia Emergency Communications Authority on March 10, 2020.

William Wright

Secretary

Board of Directors of the Georgia Emergency Communications Authority