

**BOARD OF DIRECTORS OF THE GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY**

THURSDAY, APRIL 29, 2021  
2:00 TO 3:00 PM  
CALLED CONFERENCE CALL

**BOARD MEETING MINUTES**

**Board Members Present:**

Billy Hancock, Chairperson  
Alex Lee, Vice Chairperson  
William Wright, Secretary  
Robert Balkcom  
Cheryl Greathouse  
Greg Whitaker  
Ted Wynn  
Steve Horton  
Steve Nichols

**Board Members Absent:**

Amy Oneacre  
Peter Olson  
Michael Wall  
Kevin Curtin  
Billy Grogan

The Georgia Emergency Communications Authority held a called board meeting on April 29, 2021 via conference call. A List of Attendees, an Agenda, and the Approved Courses are attached hereto and made official parts of these minutes as Attachments #1, #2 and #3. Billy Hancock called the meeting to order at 2:04 p.m.

All board members are present except Amy Oneacre, Peter Olson, Michael Wall, Kevin Curtin, and Billy Grogan

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

**Roll Call**

**New Business**

Chairperson Billy Hancock opened the floor for new business and allowed Executive Director Nix to present and discuss the courses being recommended by the Training Working Group for approval for the NG911 Training Block Grant Program. He reminded the Board that there was up to \$10,000 available in reimbursement to 911 centers through the federal grant Georgia received in 2019. The Training Working Group recommended over 100 courses that are relevant to the state's transition to NG911 as well as meet the National 911 Office's Recommended Minimum Training Guidelines for Telecommunicators. The course providers include APCO, NENA, IAED, the Public Safety Group, PowerPhone, and the 911 Training Institute. A motion and second were made to approve the courses and they were adopted unanimously.

**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, Chairperson Billy Hancock called for a motion to adjourn. A motion and second were made and the meeting adjourned at 2:33 p.m.

These minutes are hereby approved and adopted this 8<sup>th</sup> of June 2021.

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Billy Hancock  
Chairperson

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William Wright  
Secretary

Official Attachments:

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

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**BOARD MEETING ATTENDEES**

**Board Members**

Billy Hancock, Chairperson  
Alex Lee, Vice Chairperson  
William Wright, Secretary  
Robert Balkcom  
Cheryl Greathouse  
Greg Whitaker  
Ted Wynn  
Steve Horton  
Steve Nichols

**9-1-1 Advisory Panel:**

Lynn Smith, APCO  
Daniel Dunlap, Augusta-Richmond County  
Jason Lawson, Troup County  
John Blalock, Floyd County  
Barry Woodward, City of Decatur

**GECA Staff Members:**

Michael Nix  
Aleisha Rucker-Wright  
Bess Larson  
Skylar Whitaker

GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

BRIAN P. KEMP  
GOVERNOR



MICHAEL NIX  
EXECUTIVE DIRECTOR

**Board of Directors of the Georgia Emergency Communications Authority**

**Thursday, April 29, 2021**  
**2:00-3:00 p.m.**  
***Conference Call***

**Call Information:**

gema.webex.com  
Meeting Number (Access Code): 185 688 1180  
Meeting Password: GECA2021!

-or-

1-855-282-6330  
Meeting Number (Access Code) 185 688 1180

**Meeting Agenda\***

- I. Call to Order/Opening Remarks—Chairperson Billy Hancock
- II. Roll Call—Secretary William Wright
- III. Executive Director's Update—none
- IV. Board Presentations—none
- V. Old Business—none
- VI. New Business
  - A. NG911 Training Block Grant Course Review and Approval
- VII. Public Comment
- VIII. Adjourn

\*Meeting Agenda is subject to change



**GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY**  
**Pre-Approved Course List**

<b>Course Title</b>	<b>Organization</b>
<a href="#"><u>9-1-1 Center Consolidation: A Plan for Success</u></a>	NENA
<a href="#"><u>9-1-1 Center Culture: A Strategy for Personal and Organizational Success</u></a>	NENA
<a href="#"><u>9-1-1 Center Supervisor Program</u></a>	NENA
<a href="#"><u>9-1-1 Customer Service: Takes Seconds, Saves Minutes</u></a>	NENA
<a href="#"><u>911 Liability</u></a>	PowerPhone
<a href="#"><u>911 Supervision</u></a>	PowerPhone
<a href="#"><u>9-1-1: Hacked, Attacked and Where's That</u></a>	Public Safety Group
<a href="#"><u>9-1-1's Least Wanted</u></a>	Public Safety Group
<a href="#"><u>Active Assailant</u></a>	Public Safety Group
<a href="#"><u>Active Shooter Incidents for Public Safety Communications</u></a>	APCO
<a href="#"><u>Active Shooter Response</u></a>	PowerPhone
<a href="#"><u>Addressing for NG9-1-1</u></a>	NENA
<a href="#"><u>Advanced Fire &amp; EMS Dispatching</u></a>	NENA
<a href="#"><u>Advanced Law Enforcement</u></a>	Public Safety Group
<a href="#"><u>Advanced Police Dispatching</u></a>	NENA
<a href="#"><u>Am I Just a Dispatcher</u></a>	Public Safety Group
<a href="#"><u>Building Excellence: Management and Leadership Tools for 9-1-1 Professionals</u></a>	Public Safety Group
<a href="#"><u>Building for Excellence - 3rd Edition</u></a>	Public Safety Group
<a href="#"><u>Bullying and Negativity in the Communications Center</u></a>	APCO
<a href="#"><u>Call Assessment</u></a>	PowerPhone
<a href="#"><u>Center Manager Certification Program</u></a>	NENA
<a href="#"><u>Center Training Officer Program</u></a>	NENA
<a href="#"><u>Certified Public-Safety Executive (CPE) Program</u></a>	APCO
<a href="#"><u>Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired</u></a>	Public Safety Group
<a href="#"><u>Change Management in 9-1-1</u></a>	NENA
<a href="#"><u>Communication Center Liability</u></a>	Public Safety Group
<a href="#"><u>Communications Center Supervisor</u></a>	APCO
<a href="#"><u>Communications Supervisor Course</u></a>	Public Safety Group
<a href="#"><u>Communications Training Officer</u></a>	APCO
<a href="#"><u>Communications Training Officer (CTO)</u></a>	Public Safety Group
<a href="#"><u>Communications Training Officer, Instructor</u></a>	APCO
<a href="#"><u>Comprehensive Quality</u></a>	APCO
<a href="#"><u>Continuing Education Subscription</u></a>	PowerPhone
<a href="#"><u>Crimes in Progress</u></a>	Public Safety Group
<a href="#"><u>Crisis Communications Training</u></a>	PowerPhone
<a href="#"><u>Crisis Intervention</u></a>	Public Safety Group
<a href="#"><u>Critical Incident Stress</u></a>	Public Safety Group
<a href="#"><u>Critical Incidents - Total Disaster Response</u></a>	Public Safety Group
<a href="#"><u>CTO Illuminations</u></a>	APCO
<a href="#"><u>Cultural Diversity - Ripped from the Headlines</u></a>	Public Safety Group



**GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY**  
**Pre-Approved Course List**

<b>Course Title</b>	<b>Organization</b>
<a href="#">Customer Service</a>	Public Safety Group
<a href="#">Customer Service in Today's Public Safety Communications</a>	APCO
<a href="#">Cybersecurity Awareness in the PSAP</a>	NENA
<a href="#">Cybersecurity Fundamentals for the ECC</a>	APCO
<a href="#">Disaster Operations and the Communications Center</a>	APCO
<a href="#">Disaster Planning for the PSAP</a>	NENA
<a href="#">Disasters and the Dispatcher</a>	PowerPhone
<a href="#">ED-Q</a>	IAED
<a href="#">EMD Illuminations</a>	APCO
<a href="#">Emergency Fire Dispatcher (EFD)</a>	IAED
<a href="#">Emergency Medical Dispatch</a>	PowerPhone
<a href="#">Emergency Medical Dispatcher</a>	APCO
<a href="#">Emergency Medical Dispatcher (EMD)</a>	IAED
<a href="#">Emergency Medical Dispatcher, Instructor</a>	APCO
<a href="#">Emergency Police Dispatcher</a>	IAED
<a href="#">Enhanced Caller Management</a>	NENA
<a href="#">ENP Certification</a>	NENA
<a href="#">ETC</a>	IAED
<a href="#">Fire Communications</a>	Public Safety Group
<a href="#">Fire Service Communications</a>	APCO
<a href="#">Fire Service Communications, Instructor</a>	APCO
<a href="#">Fire Service Dispatch</a>	PowerPhone
<a href="#">First Responder Round Table</a>	Public Safety Group
<a href="#">Fundamentals of Tactical Dispatch</a>	APCO
<a href="#">General Illuminations</a>	APCO
<a href="#">Hiring Right for 9-1-1</a>	Public Safety Group
<a href="#">Homeland Security for Telecommunicators</a>	PowerPhone
<a href="#">Hostage Negotiation</a>	Public Safety Group
<a href="#">Hostage Negotiations</a>	PowerPhone
<a href="#">How to Save a Life, Yours!</a>	Public Safety Group
<a href="#">Improving Service to Callers with Disabilities</a>	NENA
<a href="#">Introduction to 9-1-1 Management</a>	Public Safety Group
<a href="#">Law Enforcement Communications</a>	APCO
<a href="#">Law Enforcement Communications, Instructor</a>	APCO
<a href="#">Law Enforcement Dispatch</a>	PowerPhone
<a href="#">Lead, Follow or Get Out of the Way</a>	Public Safety Group
<a href="#">Leadership in the 9-1-1 Center</a>	NENA
<a href="#">Liability Issues In the 9-1-1 Center</a>	NENA
<a href="#">Non-Emergency Call Handling</a>	PowerPhone
<a href="#">Preventing Telecommunicator Tunnel Vision</a>	NENA
<a href="#">Protecting Emergency Responders</a>	PowerPhone
<a href="#">PSAP Design</a>	NENA



GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY  
Pre-Approved Course List

<b>Course Title</b>	<b>Organization</b>
<a href="#">Quality Assurance: Achieving QA/QI in the PSAP</a>	NENA
<a href="#">Recruit, Hire, Retain, &amp; Promote for Success</a>	NENA
<a href="#">Registered Public-Safety Leader (RPL) Program</a>	APCO
<a href="#">Serving Equally: Removing Bias-based Inequities from 9-1-1</a>	NENA
<a href="#">Sexual and Domestic Violence on College Campuses</a>	PowerPhone
<a href="#">SOP Development: Refining &amp; Enhancing Your 9-1-1 Center</a>	NENA
<a href="#">Stress Identification and Management</a>	PowerPhone
<a href="#">Stress: It's All in Your Head</a>	Public Safety Group
<a href="#">Suicide Intervention</a>	PowerPhone
<a href="#">Suicide Intervention</a>	Public Safety Group
<a href="#">Supervision</a>	Public Safety Group
<a href="#">Survive &amp; Thrive Comprehensive Stress Resilience</a>	911 Training Institute
<a href="#">Survive &amp; Thrive Core Stress Resilience</a>	911 Training Institute
<a href="#">Surviving Stress</a>	APCO
<a href="#">Tactical Dispatch for the Telecommunicator</a>	NENA
<a href="#">Telecommunicator-CPR</a>	PowerPhone
<a href="#">Terrorism and the Telecommunicator</a>	Public Safety Group
<a href="#">The Certified 911 Peer Supporter</a>	911 Training Institute
<a href="#">The Power of Peer Support</a>	911 Training Institute
<a href="#">Virtual Academy Subscription</a>	Virtual Academy
<a href="#">When High Profile Calls Have a Higher Impact!</a>	Public Safety Group
<a href="#">You Could Have a Future Here</a>	NENA



## GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY Pre-Approved Course List

### Active Shooter

- [Active Assailant – Public Safety Group](#)
- [Active Shooter Incidents for Public Safety Communications – APCO](#)
- [Active Shooter Response – PowerPhone](#)

### Addressing

- [Addressing for NG9-1-1 – NENA](#)

### Call Taking

- [Call Assessment – PowerPhone](#)
- [Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired – Public Safety Group](#)
- [Crimes in Progress – Public Safety Group](#)
- [Enhanced Caller Management – NENA](#)
- [Improving Service to Callers with Disabilities – NENA](#)
- [Non-Emergency Call Handling – PowerPhone](#)

### Communications Center Liability

- [911 Liability – PowerPhone](#)
- [Communication Center Liability – Public Safety Group](#)
- [Liability Issues In the 9-1-1 Center – NENA](#)

### Communications Training Officer

- [Center Training Officer Program – NENA](#)
- [Communications Training Officer – APCO](#)
- [Communications Training Officer \(CTO\) – Public Safety Group](#)
- [Communications Training Officer, Instructor – APCO](#)

### Crisis Communication

- [Crisis Communications Training – PowerPhone](#)
- [Crisis Intervention – Public Safety Group](#)

### Cultural Diversity

- [Cultural Diversity – Ripped from the Headlines – Public Safety Group](#)
- [Serving Equally: Removing Bias-based Inequities from 9-1-1 – NENA](#)

### Customer Service

- [9-1-1 Customer Service: Takes Seconds, Saves Minutes – NENA](#)
- [Customer Service – Public Safety Group](#)
- [Customer Service in Today's Public Safety Communications – APCO](#)

### Cybersecurity

- [9-1-1: Hacked, Attacked and Where's That – Public Safety Group](#)
- [Cybersecurity Awareness in the PSAP – NENA](#)





## GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY Pre-Approved Course List

- [Cybersecurity Fundamentals for the ECC – APCO](#)

### Disaster Operations

- [Critical Incidents – Total Disaster Response – Public Safety Group](#)
- [Disaster Operations and the Communications Center – APCO](#)
- [Disaster Planning for the PSAP – NENA](#)
- [Disasters and the Dispatcher – PowerPhone](#)

### Emergency Medical Dispatch

- [Emergency Medical Dispatch – PowerPhone](#)
- [Emergency Medical Dispatcher – APCO](#)
- [Emergency Medical Dispatcher \(EMD\) – IAED](#)
- [Emergency Medical Dispatcher, Instructor – APCO](#)
- [Telecommunicator-CPR – PowerPhone](#)

### Fire and EMS Dispatch

- [Advanced Fire & EMS Dispatching – NENA](#)
- [Emergency Fire Dispatcher \(EFD\) – IAED](#)
- [Fire Communications – Public Safety Group](#)
- [Fire Service Communications – APCO](#)
- [Fire Service Communications, Instructor – APCO](#)
- [Fire Service Dispatch – PowerPhone](#)

### Health and Wellness

- [How to Save a Life, Yours! – Public Safety Group](#)

### Hiring and Retention

- [Hiring Right for 9-1-1 – Public Safety Group](#)
- [Recruit, Hire, Retain, & Promote for Success – NENA](#)
- [You Could Have a Future Here – NENA](#)

### Homeland Security

- [Homeland Security for Telecommunicators – PowerPhone](#)
- [Terrorism and the Telecommunicator – Public Safety Group](#)

### Hostage Negotiation

- [Hostage Negotiation – Public Safety Group](#)
- [Hostage Negotiations – PowerPhone](#)

### Law Enforcement

- [Advanced Law Enforcement – Public Safety Group](#)
- [Advanced Police Dispatching – NENA](#)
- [Emergency Police Dispatcher – IAED](#)
- [Law Enforcement Communications – APCO](#)



GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY  
**Pre-Approved Course List**

- [Law Enforcement Communications, Instructor – APCO](#)
- [Law Enforcement Dispatch – PowerPhone](#)

Leadership

- [Registered Public-Safety Leader \(RPL\) Program – APCO](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [Lead, Follow or Get Out of the Way – Public Safety Group](#)
- [Building Excellence: Management and Leadership Tools for 9-1-1 Professionals – Public Safety Group](#)
- [Leadership in the 9-1-1 Center – NENA](#)

Management

- [Building Excellence: Management and Leadership Tools for 9-1-1 Professionals – Public Safety Group](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [Center Manager Certification Program – NENA](#)
- [Certified Public-Safety Executive \(CPE\) Program – APCO](#)
- [Change Management in 9-1-1 – NENA](#)
- [Introduction to 9-1-1 Management – Public Safety Group](#)
- [Preventing Telecommunicator Tunnel Vision – NENA](#)
- [SOP Development: Refining & Enhancing Your 9-1-1 Center – NENA](#)

Peer Support

- [The Certified 911 Peer Supporter – 911 Training Institute](#)
- [The Power of Peer Support – 911 Training Institute](#)

PSAP Consolidation

- [9-1-1 Center Consolidation: A Plan for Success – NENA](#)

PSAP Culture

- [9-1-1 Center Culture: A Strategy for Personal and Organizational Success – NENA](#)
- [9-1-1's Least Wanted – Public Safety Group](#)
- [Bullying and Negativity in the Communications Center – APCO](#)

PSAP Design

- [PSAP Design – NENA](#)

Quality Assurance/Quality Improvement

- [Comprehensive Quality – APCO](#)
- [ED-Q – IAED](#)
- [Quality Assurance: Achieving QA/QI in the PSAP – NENA](#)

Supervision

- [911 Supervision – PowerPhone](#)



## GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY Pre-Approved Course List

- [Communications Center Supervisor – APCO](#)
- [Communications Supervisor Course – Public Safety Group](#)
- [Supervision – Public Safety Group](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [9-1-1 Center Supervisor Program – NENA](#)

### Stress Management

- [Critical Incident Stress – Public Safety Group](#)
- [Stress Identification and Management – PowerPhone](#)
- [Stress: It's All in Your Head – Public Safety Group](#)
- [Survive & Thrive Comprehensive Stress Resilience – 911 Training Institute](#)
- [Survive & Thrive Core Stress Resilience – 911 Training Institute](#)
- [Surviving Stress – APCO](#)

### Suicide Intervention

- [Suicide Intervention – PowerPhone](#)
- [Suicide Intervention – Public Safety Group](#)

### Tactical Dispatch

- [Fundamentals of Tactical Dispatch – APCO](#)
- [Tactical Dispatch for the Telecommunicator – NENA](#)

### Annual Training Subscriptions

- [Continuing Education Subscription – PowerPhone](#)
- [CTO Illuminations – APCO](#)
- [EMD Illuminations – APCO](#)
- [General Illuminations – APCO](#)
- [Virtual Academy Subscription](#)

### Other

- [Am I Just a Dispatcher – Public Safety Group](#)
- [ENP Certification – NENA](#)
- [First Responder Round Table – Public Safety Group](#)
- [Protecting Emergency Responders – PowerPhone](#)
- [Sexual and Domestic Violence on College Campuses – PowerPhone](#)
- [When High Profile Calls Have a Higher Impact! – Public Safety Group](#)