

BOARD OF DIRECTORS OF THE GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

THURSDAY, AUGUST 22, 2019

10:00 TO 13:30

GEORGIA EMERGENCY MANAGEMENT AND HOMELAND SECURITY AGENCY

MEDIA ROOM

BOARD MEETING MINUTES

Board Members Present:

Cheryl Greathouse, Chairperson
William Wright, Secretary
Amy Oneacre
Greg Whitaker
Col. Mark McDonough
Chief Billy Grogan

Board Members Absent:

Billy Hancock, Vice Chairperson
Kevin Curtin
Ted Wynn
Alex Lee
Peter Olson
Michael Wall
Steve Nichols
John McDonough

The Georgia Emergency Communications Authority held a strategic plan workshop on August 22, 2019 at the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) Headquarters. A List of Attendees, the Agenda, and the Strategic Plan are attached hereto and made official parts of these minutes as Attachments #1, #2, and #3. Cheryl Greathouse the Chairperson of the Georgia Emergency Communications Authority called the meeting to order at 10:00 AM.

Chairperson Greathouse welcomed everyone to the GEMA/HS Headquarters in Atlanta, Georgia.

Executive Director's Update

Michael Nix opened the workshop by providing an update on the Georgia Emergency Communications Authority's (GECA) NG911 Grant. GECA was awarded a federal grant of \$3,994,283 to aid in the transition to Next Generation 911 (NG911) services throughout the state. NG911 will allow for greater caller location accuracy, improved response times by first responders, and allow for data to be shared to 911 centers and first responders. The NG911 grant will fund statewide technology and operations assessments, Geographic Information Systems data readiness analyses, and NG911 training.

Strategic Planning Session

The Board discussed the five functional areas highlighted by the strategic plan: 911, Public Safety Radio, Emergency Support Function 2, Alerts-Warnings-and-Notifications, and Public Safety Broadband. Looking at the 911 program had several subsections to include assessing the 911 funding structure, transitioning from basic to E-911, creating NG911 plans, increasing

training opportunities, and partnering with the Office of Public Safety Officer Support at the Department of Public Safety.

Colonel McDonough gave more information on the organization and structure of the new Office of Public Safety Officer Support and emphasized its importance in handling sudden traumatic loss and Post Critical Incident seminars. Anessa Westmoreland with the Georgia Public Safety Training Center discussed the Stop the Stigma Symposium to be held at the Training Center on September 10th.

Michael then moved to the second area of the strategic plan which focuses on interoperability of public safety radio systems. This includes the use of tactical channels, increasing public-private relationships committed to disaster response and recovery, and finally mobile communications vehicle (MCV) exercises. These exercises will aid in fostering relationships between all levels of government.

ESF2 goal of improved operation looks at a Communications Unit, a Telecommunicator Emergency Response Taskforce, and a centralized database for deployable assets. Alerts, Warnings, and Notifications mainly targets the Emergency Alert System's need for an updated state plan and taking proactive steps to assist counties with Integrated Public Alerts and Warnings (IPAWS) capabilities.

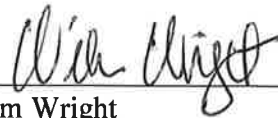
The final section of the strategic plan emphasizes the role of Public Safety Broadband. This includes monitoring FirstNet development to ensure the state contract is honored. Additionally, GECA will continue to foster relationships with relevant private and public partnerships to identify and evaluate methods for interoperability between various public safety platforms. A final draft of the Strategic Plan will be available for review by the Board for the next Board Meeting (originally scheduled September 10th, 2019).

The workshop adjourned at 13:30.

These minutes are hereby approved and adopted this the 8th day of October, 2019.



Cheryl Greathouse
Chairperson



William Wright
Secretary

Official Attachments:

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

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Greg Whitaker

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Chief Billy Grogan

9-1-1 Advisory Panel:

Joe Barasoain, Fulton County

Tamika Kendrick, NENA President

Steve Usher, Glynn County

Others Attending:

Angie Bowen

GECA Staff Members:

Michael Nix

Ashley Larrow

Bess Larson

LaTonya Turner

GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY

BRIAN P. KEMP
GOVERNOR



MICHAEL NIX
EXECUTIVE DIRECTOR

Board of Directors of the Georgia Emergency Communications Authority

Strategic Plan Workshop

Thursday, August 22, 2019

10:00 – 14:00

GEMA/HS HQ

Media Room

Meeting Agenda*

- I. Opening Remarks—Chairperson Greathouse/ Executive Director Nix

- II. NG911 Grant Update

- III. Strategic Planning Session

- IV. Lunch

- V. Strategic Planning Session (continued if needed)

- VI. Adjourn

Georgia Emergency Communications Authority

Strategic Plan



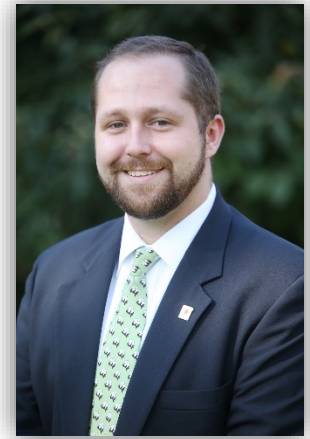
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Letter from the Executive Director

Greetings,

The Georgia Emergency Communications Authority (GECA) was established on July 1, 2018, as a state authority attached to the Georgia Emergency Management and Homeland Security Agency. The mission of GECA is to facilitate the effective and efficient operation of 911 and emergency communications across the State, with the vision to be the No. 1 state in the nation for innovation in training, technology, and standards for 911 and emergency communications.



Led by a fifteen-member board of directors comprised of state, local, and private sector leaders, GECA's primary responsibility is to administer the collection and disbursement of 911 fees on behalf of local governments through a partnership with the Georgia Department of Revenue. Additionally, GECA serves as the guiding and coordinating body for 911 activities. Since its creation, GECA has also become the statewide interoperability coordinator and the lead entity for Emergency Support Function 2 (ESF-2) Communications, alerts, warnings, and notifications implementation, and public safety broadband development.

With these changes to the emergency communications environment, Georgia is one of only a few states with those five core components of emergency communications under one roof. With this all-inclusive approach, I hope to continue to breakdown the "silos" that have existed for far too long in emergency communications. This strategic plan will guide our efforts to protect Georgia's citizens through advances in 911, increased interoperability, improved ESF-2 operations, alerts, warnings, and notifications implementation, and public safety broadband development.

During this two-year time period, among other tasks, we will be developing our Next Generation 911 strategic plan, improving how we handle the communications unit, increasing interoperability between public safety radio systems, increasing the number of local governments participating in the Integrated Public Alerts and Warning System, and overseeing the development of public safety broadband throughout the state.

I will not be able to do this work alone. GECA has been able to grow from a staff of one to a team of seven with diverse backgrounds to help us tackle the issues that lie ahead of us. More importantly, however, is the help we need from the hardworking people in the 911 and emergency communications communities across the state. I am encouraged by the support we have received so far in our journey to improve emergency communications and look forward to what is to come for Georgia.

Thank you,

A handwritten signature in black ink that reads "Michael Nix". The signature is written in a cursive, slightly slanted style.

Michael Nix
Executive Director
Georgia Emergency Communications Authority

1. 911

Goal: Improved 911 service to the citizens of Georgia.

1.1. Assess 911 Funding Structure

In order to address the funding needs of Georgia's 911 call centers, the Georgia Emergency Communications Authority (GECA) will continue to improve the fee remittance process, monitor the fee amount, and explore grant opportunities for local jurisdictions.

1.1.1. Improve fee remittance process

With the implementation of the new fee remittance process at the beginning of 2019, GECA will continue to work with the Georgia Department of Revenue to ensure timely distribution of reports and fee disbursements. Additionally, GECA will continue to engage stakeholders and educate service suppliers on the new system to ensure uniformity in process and timing.

1.1.2. Monitor fee amount and funding structure

Under the new funding structure, all 911 fees are the same at \$1.50, cost recovery is no longer charged to local governments, and the administrative fee was reduced from 3% to 1%. As we plan for Next Generation 911 (NG911) and beyond, GECA will continue to monitor revenues and determine solutions to fund and implement NG911. GECA will develop a timeline for carrier audits to ensure adherence to state standards and requirements, though these will not begin until three years of revenue has been recognized.

1.2. Transition from Basic 911 to E-911

Before the State can begin the transition to Next Generation 911, all 911 centers need to offer wireless Enhanced Phase II service to its citizens. GECA believes that the level of location accuracy should not be determined by where you dial 9-1-1. GECA staff will assist local governments in transitioning from Basic to E-911.

1.2.1. Identification

We will continue to identify counties and regions that lack the resources needed to fully transition from Basic 911 to E-911.

1.2.2. Resources

GECA staff will help local governments identify what services and resources are needed for the transition and assist in any planning efforts as desired by the local jurisdiction.

1.2.3. Stakeholder engagement

We will meet with the local government leaders to emphasize benefits of E-911 over Basic 911 and answer any questions they may have about the service.

1.3. Create NG911 plans

1.3.1. Transition Plan

Utilizing grant funds from the National 911 Grant Program, GECA will conduct NG911 Readiness Gap Analyses across the state, participate in stakeholder engagement meetings, and collect and analyze data to create a NG911 Strategic Plan.

1.3.2. Geographic Information System (GIS) Plan

GECA will partner with the Georgia Geospatial Information Office to have GIS/911 stakeholder engagement meetings, perform a GIS needs assessment, develop a NG911 Core GIS data strategy, and identify NG911 core data technology support.

1.3.3. Cybersecurity best practices

GECA staff will work with the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency and the Georgia Technology Authority (GTA) to determine and develop standards and best practices for 911 cybersecurity.

1.4. Increase training opportunities

1.4.1. New 911 Directors Academy

Under the National 911 Grant Program, GECA will partner with the Georgia Public Safety Training Center (GPSTC) to develop a New 911 Directors Academy to help new 911 directors learn the necessary information to be an effective director.

1.4.2. NG911 Awareness for Telecommunicators

Also under the National 911 Grant Program, GPSTC will develop three 2 hour online courses on NG911. The courses will be an Introduction to NG911, Cybersecurity: Protecting 911 Inside and Out, and Emotional Wellness in a NG911 Environment.

1.4.3. NG911 Training Block Grants

GECA will utilize National 911 Grant Program funds to develop a block grant program to be used for training by 911 center personnel.

1.4.4. Telephone CPR (T-CPR) guidelines

GECA, the Georgia Department of Public Health, and the American Heart Association will work together to study and develop T-CPR guidelines for telecommunicators.

1.5. Partner with Office of Public Safety Officer Support

GECA will develop a partnership with the Office of Public Safety Officer Support to train telecommunicators as peer counselors that can deliver critical incident support services to other telecommunicators, as necessary.

2. Public Safety Radio Interoperability

Goal: Increased Public Safety Radio interoperability among state and local public safety radio systems.

2.1. Channels

Encourage the use of tactical channels for the purpose of coordination between emergency response agencies, dispatchers, and resources in the field.

2.2. Relationships

Increase private sector relationships committed to disaster response and recovery.

2.3. Mobile Communications Vehicle (MCV)

Conduct a mobile communications vehicle exercises and other communications exercises to promote an increased awareness of regional interoperable communication capabilities. Additionally, this will aid in building stronger relationships between public safety

professionals, officials, and first responders that transcend agencies, jurisdictions, and disciplines.

3. ESF 2 (Communications)

Goal: Improved operation of Emergency Support Function (ESF) 2 (Communications).

3.1. Communications Unit (COMU)

GECA will make improvements to the COMU as it relates to credentialing, training, and deployment processes.

3.2. Telecommunicator Emergency Response Taskforce (TERT)

GECA will continue to work to promote and expand the 911 mutual aid team known as the Telecommunicator Emergency Response Taskforce. By creating an online database, we will be able to track members and be able to deploy TERT members quickly.

3.3. Centralized Database

Develop and maintain a centralized database of GEMA/HS and other state and local deployable communications assets.

4. Alerts, Warnings, and Notifications

Goal: Increased awareness and integration of alerts and warnings.

4.1. Emergency Alert System

In order for GECA to most effectively and efficiently assist radio and television broadcasters with the EAS, GECA will work with the Georgia Association of Broadcasters to rewrite the current EAS plan to reflect changing processes and technology.

4.2. Integrated Public Alerts and Warnings

GECA will take a proactive approach in assisting counties that wish to have IPAWS capabilities on their alerting software.

5. Public Safety Broadband

Goal: Increased use of public safety broadband capabilities.

5.1. Monitor FirstNet activities

We will continue to monitor FirstNet development in the state while ensuring FirstNet/AT&T are honoring the state contract and educate on FirstNet capabilities.

5.2. Interoperability

Working with relevant private and public partnerships, GECA will work to identify and evaluate methods for interoperability between various public safety communication platforms, mainly mission-critical push-to-talk (MCPTT) and public safety radio systems.