

****Due to the passage of HB 751 and the creation of the Georgia Emergency Communications Authority, the minutes of the Local Government 9-1-1 Authority Board meeting are being posted for informational purposes only and were not approved by the Board.**

LOCAL GOVERNMENT 9-1-1 AUTHORITY ADVISORY BOARD MEETING

MONDAY, MAY 7, 2018
1:30 TO 2:30 PM
COVERDELL LEGISLATIVE OFFICE BUILDING (CLOB)
ROOM 606

MEETING MINUTES

Board Members Present:

Cheryl Greathouse, Chairman
Col. Mark McDonough
Lynne Riley
Greg Whitaker
William Wright
Ted Wynn
Eddie DeLoach

Board Members Absent:

Charlotte Nash
Peter Olson
John McDonough
Michael Wall
Kevin Curtin
Billy Hancock
Billy Grogan

The Local Government 9-1-1 Authority Advisory Board held the board meeting on May 7th, 2018 at the Coverdell Legislative Office Building (CLOB) in Atlanta, Georgia. An Agenda and a List of Attendees are attached hereto and made official parts of these minutes as Attachments #1 and #2. Cheryl Greathouse the Chairman of the Local Government 9-1-1 Authority, called the meeting to order at 1:38 PM.

All board members are present except Charlotte Nash from Gwinnett County Board of Commissioners, Peter Olson from Bartow County, John McDonough from City of Sandy Springs, Michael Wall from Comcast, Kevin Curtin from AT&T, Billy Hancock from Crisp County, and Billy Grogan from City of Dunwoody.

Chairman Cheryl Greathouse welcomed everyone to the meeting in preparation for the bill signing ceremony hosted by the Governor's Office later this afternoon at the Capitol. She also thanked everyone for their help with the passage of this legislation and moving forward.

Approval of the Minutes:

Cheryl Greathouse presented the minutes of the December 7, 2017 meeting for discussion and approval. There was no discussion. Cheryl Greathouse motioned for the approval of the minutes;

William Wright made a motion to approve the minutes. Col. Mark McDonough seconded the motion. The motion passed unanimously.

Department of Revenue Presentation:

Commissioner Lynne Riley presented on the logistics of the 9-1-1 fees. Michael Nix and his team met with the Department of Revenue to go over the logistics that will be performed by the department between now and next January 1 when the new fees go into effect. First we determined that the local and county resolutions that are currently in existence will need to be updated for the prepaid wireless to reflect new fee in January 2019. New local government resolutions will be required for the 9-1-1 fees to indicate participation and how that money will flow. DOR will be happy to work with the Authority and the local governments can make sure that the resolutions are adopted in the proper form. We hope to have all of this taken care of by November 1, 2018. We are working on a memorandum of understanding between the department and the 9-1-1 Authority so that all the components of service provision will be clearly defined and the expectations will be laid out. We already have the lawyers working on that and we don't anticipate any concerns. We will put into place two reporting and remittance formats. We currently have one format that will be needed for the prepaid 9-1-1 and that will continue because the distribution of those fees is based on population. A second service reporting and remittance format will need to be put into place for 9-1-1 and E-911 fees because distribution is based on jurisdiction of collection. Training will be offered in the fall, so that the service providers will know what to collect, how to collect, and how to remit appropriately. We will be looking for local governments to provide us with bank account information because all transactions will be electronic. A data information sharing protocol will be established between the Authority and the Department of Revenue. It is contemplated that all of the data the department collects truly is the Authority's data and that we will be remitting all of that data to the Authority. The 9-1-1 Authority will be responsible for further distribution at that point. The short year from July 1st to December 2018, we will be collecting prepaid wireless fees. Our intention will be to distribute them based on an obvious state population count and we look to be distributing them as complete as we can in January 2019. That is what we are working on at the moment.

Crisis Intervention Team (CIT) Presentation:

Chairman Cheryl Greathouse presented on the Crisis Intervention Team (CIT) Training. Governor Nathan Deal announced an initiative to move CIT from the Georgia Bureau of Investigation (GBI), where it has been housed since its inception, to the Georgia Public Safety Training Center (GPSTC) and infuse the program with significant funding for personnel and operations so that we could begin to deliver that training statewide. The important part of the CIT program is that it is community based. This means that it needs to be delivered in its community with community stakeholders as well as the resources that are available within that community to address consumers with mental and behavioral health issues. One of the things

that we are excited about that is coming out of this is to look at 9-1-1 training and how it related to crisis intervention calls and look for training that we can enhance for 9-1-1 operators. Originally 9-1-1 training was a forty-hour class mandated in 1995 and since its inception we have provided four hours of Crisis Intervention Training as part of the curriculum. It has been suicide callers, hostage situations, things of that nature in the community. We have had a discussion with Michael to see how we can look at the 9-1-1 training and how we can move it forward with CIT. We are trying to develop training in regards to crisis intervention and mental health training for 9-1-1 personnel. To date we have had an initial meeting with Michael, some of the people at GPSTC, and part of the CIT. They are very excited. They have spoken with Department of Behavioral Health and Developmental Disabilities (DBHDD) and they have started talking about grant funding for that. There is a lot of movement in this area. We don't have a lot of answers at this point, but we do want to give you a heads up that we are looking at this issue. We will be holding stakeholder meetings to talk with 9-1-1 personnel. I don't anticipate that it will be a forty-hour class. We will be able to deliver the lecture part online with modules and the in-person training will be scenario based. This way they can actively apply what they learned with real life scenarios, which is similar to how we test the basic communications officers class now. At GPSTC, we have the mandate for delivering the certification course and we run those almost back to back. We will have to look at the logistics on how to deliver this training on that community based model and moving the equipment across the state. We are excited about that and wanted to let you know we were working on that. This will be fast tracked once we figure out the funding model. You will probably be getting some surveys from us to determine what kinds of issues you are dealing with in the 9-1-1 centers today and how the CIT model can be applied under the 9-1-1 operational mode.

Executive Director's Update:

Michael Nix gave an update for the Authority. The model resolutions are being drafted by myself, GEMA/HS Legal Counsel, DOR, and ACCG to make sure everything is covered with the resolutions. It should be out in the next month or so to give plenty of time for each county that has a PSAP to create the resolution. Hopefully they will be adopted by November, like Commissioner Riley said. In July, we will be giving an update of the Emergency Telephone Plan in the state, it hasn't changed much over the last twenty years. It will talk about the updated wireless technology that is coming and how it is going to change people calling 9-1-1. It is time that we take a look at that and try to get 9-1-1 Directors, technical folks in the 9-1-1 community, and any other stakeholders to try to update it for the twenty-first century. Additionally, I was in Augusta this past weekend and I spoke with Dr. Keel and Dean Sexton with Augusta University and I am meeting with them later this month to partner with them to create some Cyber Security standards for PSAPs. Augusta has a large presence in the cyber security side of things, so we are trying to create a partnership with them. They are building two new cyber security buildings with other state partners. Last week I was asked by the National 9-1-1 program to sit in on their national 9-1-1 data system working group. Right now, there is no unified system to collect 9-1-1

data. They are looking to see if it is feasible to create a national 9-1-1 data system. I will be going to Nashville, TN for the National Association of State 9-1-1 Administrators Conference (NASNA) with all of my counterparts from around the nation to talk about what is going on at the state level with 9-1-1. I will also be at the National Emergency Number Association (NENA) Conference. In August I will be at the Association of Public Safety Communication Officials (APCO) Conference. I have started some conversations with USDA, they offer grants and low interest loans for rural 9-1-1 centers. I want to get some more information out to the rural centers in Georgia about it, that don't necessarily have the money or support for infrastructure upgrades. There is a lot going on so far. Looking forward to the bill signing ceremony later on this afternoon.

Adjournment:

There being no further business to be brought before the Board, Ted Wynn motioned for the adjournment of the meeting and Lynne Riley seconded the motion. The motion passed and Chairman Cheryl Greathouse adjourned the meeting at 1:55 PM.

Cheryl Greathouse
Chairperson

William Wright
Secretary

Official Attachments:

1. List of Attendees
2. Agenda

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Board Members:

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Col. Mark McDonough
Lynne Riley
Greg Whitaker
William Wright
Ted Wynn
Eddie DeLoach

GEMA/HS Staff Members:

Homer Bryson
Michael Nix
Harlan Proveaux
Joseph Greene
Ashley Seay

Others Attending:

Angela Bowen, GPSTC
Vanessa Coles, Fulton County
Pat Giordano, Forsyth County
Nancy Greathouse, Monroe County
Brandon Hembree, Massey, Watson, Hembree, LLC
Jason Lawson, Middle Flint 9-1-1 Authority
Danny Murray, Forsyth County
Debra Nesbit, ACCG
Russ Palmer, Laurens County
Mandy Ptak, Baldwin County
Melissa White, GPSTC

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MEETING AGENDA*

CALL TO ORDER

WELCOME

APPROVAL OF DECEMBER 7, 2017 MINUTES

DEPARTMENT OF REVENUE PRESENTATION

CRISIS INTERVENTION TEAM (CIT) PRESENTATION

EXECUTIVE DIRECTOR'S UPDATE

ADJOURN

*MEETING AGENDA IS SUBJECT TO CHANGE