

Attending: Kennesaw—City Mgr Jeff Drobney, Chief Westenberger  
Acworth—City Mrg Brian Bulthuis, Chief Dennard, Alderman Richardson, Captain Melton  
and Captain Cheatham  
Cobb Co—Kevin Gardner

Welcome to attendees and introductions. Explanation of the OCGA 46-5-136.

Review of 2017 progress—

- New programs of Guardian Tracking and PowerDMS were installed to enable better documentation of calls, radio traffic and employee performance. A chart providing the languages used for translation was also included.
- Employees-- Training—minimum of 24 hours for all employees—National Conferences, State conferences, Spillman training and CALEA conference. Additionally, employees have been making presentations about 911 to both Kennesaw/Acworth CPA and explorer groups
- Operations-Policy continues to be updated and added to PowerDMs for acknowledgement by employees. In 2017 call volume was 23,705 911 calls and 92,278 non-emergency calls. Cell towers and location of callers has continued to be an issue.
  - Using information from Cobb 911 advising on the number of calls they transferred to our 911 center in a 3-month period we have been able to narrow the call towers that are routing the majority of 'error' cell phone calls. Using the information ATT, T-Mobile, Sprint and Verizon have been contacted about verifying the cell tower sectors which should be routed to the city 911 center. This is an ongoing process and we will continue to work with the cell phone companies to isolate any issues.

Looking forward 2018—

- Evacuation plan—work with Cobb 911 to develop an evacuation plan for the city 911 center.
- Improve service—use QA program to identify problem areas, verify standards and compare hours to call volume. We continue to have a staffing shortage, currently we are 3 full time and 2 part time understaffed.
  - HB751, 911 Georgia Emergency Communications Authority—has passed the house and the senate, waiting for the Governors review. No update as of yet. Mr. Drobney explained about the impact possibilities if the bill goes into place next year. But until we know about the procedures it is difficult to identify the impact this will have on our center.

Both police departments said they appreciated all the work the 911 center does for them. I also let them know of the dates of National Telecommunicator Week this year (April 8-14).

Next annual meeting scheduled for Thursday, March 28, 2019.

Meeting was adjourned at 1045.