



# DeKalb County Government

Manuel J. Maloof Center  
1300 Commerce Drive  
Decatur, Georgia 30030

## Minutes

### ERPS-Employee Relations & Public Safety Committee

*Commissioner Ted Terry (Chair)*  
*Commissioner Mereda Davis Johnson*  
*Commissioner Michelle Long Spears*

---

Tuesday, April 16, 2024

2:15 PM

---

Meeting Started At: 2:35 PM

Attendees: Commissioners Terry, Long Spears, Patrick

**Present**        2 - Commissioner Ted Terry, and Commissioner Michelle Long  
                         Spears  
**Absent**         1 - Commissioner Mereda Davis Johnson

#### I. MINUTES

**2024-0445**      Commission District(s): All  
Minutes for the March 19, 2024, Employee Relations and Public  
Safety Committee Meeting  
**MOTION was made by Michelle Long Spears, seconded by Ted  
Terry, that this agenda item be approved. The motion carried  
by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears  
**Absent:** 1 - Commissioner Davis Johnson

#### II. DISCUSSION

E911 Technology & Response Times

*-presentation provided by Director Swain - DeKalb E911*

*-Questions posed by Commissioner Terry regarding call statistics; responses provided by Director Swain*

*-Question MLS: is there a technical solution to the abandoned or administrative calls?*

*-response provided by Director Swain*

*-Question MLS: do other jurisdictions have a platform or technology solution?*

*-response provided by Director Swain*

*-Question TT: is it preferred that someone call as opposed to text? Is texting more efficient than a phone call?*

*-response provided by Director Swain*

*-Question MLS: the number of texts is not included in the 963,349 correct?*

*C Swain: that's correct*

*-Question MLS: so 95% of calls should be answered within 20 seconds, and in 2023 54% of calls were answered within 20 seconds?*

*C Swain: that's correct*

*-Question TT: in transfer the location of need is not always available and through your questions that get assisted and rerouted? Is it a cold hand off?*

*C Swain: no information is provided and relayed. We verify jurisdiction first and if not it is transferred to proper authorities.*

*-Question TT: what is the goal for fully staffed?*

*C Swain: we need an additional 21 positions. Our next hire date is in May.*

*-Question TT: regarding retention; the 48,000 is a salary?*

*C Swain: yes and we provide a hourly breakdown too*

*COO: currently no dispatcher is making less than \$23/hour*

*-Question MLS: can you share an comparative analysis of salaries and benefits to the Metro?*

*Question MLS: what efficiencies do you anticipate with the new technology upgrades?*

*-response provided by Director Swain*

*Question MLS: how much closer will it get us to the 95% in under 20 seconds*

*C Swain: I'm thinking we can get to 70% initially - there is a learning curve with the new systems. Additional comments provided.*

*Question MLS: do you have any data of other jurisdictions and how close they are to the 95%*

*C Swain: I do not. Additional comments provided.*

*Question MLS: what about calls in Spanish?*

*-response provided by Director Swain*

*Question RP: your staffing average is 6-7 employees a shift/ do you keep at that rate or do you adjust based on historical data?*

*C Swain: we get more calls during the day than night, so we increased staffing during the day.*

*Question RP: do you need more operators a shift?*

*-response provided by Director Swain*

*Question RP: how does this interface with 311?*

*-response provided by Director Swain*

*Question RP: how long is training?*

*C Swain: 5-6 weeks for training and certifications. We do it all together so we don't have to pull them for certifications*

*Question RP: will this new group of employees be sufficient or will you need more?*

*C Swain: we are always hiring, our next hiring date is in May.*

*TT: we will coordinate with you and COO Williams for a brief status update in the next 3 months or so on how hiring is going*

### III. AGENDA ITEM

#### *New Agenda Items*

#### Police Services

[2024-0438](#)

Commission District(s): All Commission Districts  
Approve the Purchase of Internal Affairs (IA) Pro Software and Related Services from Versaterm Public Safety US, Inc., not to exceed \$145,694.80

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 4/23/2024. The motion carried by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

*Information provided by Chief Ramos -*

*MLS: motion to approve*

#### Fire Rescue

[2024-0227](#)

Commission District(s): ALL  
LB - Invitation No. 23-101603 Medical Exam Services (Annual Contract with 4 Options to Renew): for use by Fire Rescue (FR). Consists of medical and mental health screenings and evaluations of Fire Rescue personnel. Recommend award to the lowest, responsive and responsible bidder: Site Med North America, LLC. Amount Not To Exceed: \$444,845.00.

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 4/23/2024. The motion carried by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

*Information provided by Chief Fullum*

*Question TT: what is the mental health component?*

*Response by Chief Fullum*

*-MLS: motion to approve*

2024-0496

Commission District(s): All Commission Districts  
Walk Out of The Darkness in England - Representation for Dekalb  
County Fire Rescue

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 4/23/2024. The motion carried by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

*Information provided by Chief Fullum*

*TT: lets get some information from captain Bray on what will be put out there. Maybe we can get a follow up in committee after the event.*

*-MLS: motion to approve*

**Risk Management**

2024-0478

Commission District(s): All Commission Districts  
Group Health & Wellness Benefits effective July 1, 2024

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 4/23/2024. The motion carried by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

*Information provided by Larry Jacobs*

*Question TT: can you verify the rate increases?*

*Jacobs: yes we will need to produce a substitute for the item. Additional information provided*

*-MLS: motion to approve upon the receipt of additional information*

[2024-0506](#)

Commission District(s): All Commission Districts  
Home Rule Ordinance to amend the Pension Code of DeKalb County, Georgia, 1962 Ga. Laws 3088, as amended, to provide for an increase in monthly pension benefit amount to specified eligible retirees, joint annuitants, and beneficiaries.

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be recommended for deferral to the Board of Commissioners, due back on 4/23/2024. The motion carried by the following vote:**

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

*Information provided by Larry Jacobs*

*Question TT: we have already budgeted the cost correct and will retro activate to January 1 of this year?*

*Larry Jacobs: that is correct*

*Question TT: regarding public hearing it has to be read twice?*

*Larry Jacobs: that is correct*

*Question TT: do we have to make a decision on the type of cola or just the amount?*

*Larry Jacobs: anyone eligible and is retired will receive the adjustment.*

*TT: I'd suggest we defer the item for now and possibly delay the public hearing in case we decide to adjust the type of pension*

*Comments provided by Laura Johnson, Law department*

*Question TT: were previous years start date January or July?*

*Larry Jacobs: this is not asking for the retro payment.*

*Question TT: is there any rationale to update the study or is the information still valid for a recommendation*

*Larry Jacobs: it is still valid. Additional comments provided*

*TT: lets defer and come back next meeting*

*-MLS: motion to defer two weeks*

**MOTION was made by Michelle Long Spears, seconded by Ted Terry, that this agenda item be adjourned meeting. The motion carried by the following vote:**

Meeting Ended At:3:35 PM

**Yes:** 2 - Commissioner Terry, and Commissioner Long Spears

**Absent:** 1 - Commissioner Davis Johnson

---

Barbara H. Sanders-Norwood CCC, CMC