

## COMMITTEE OF COUNCIL AS A WHOLE REPORT

### **Council Members:**

Roy Costner, Chairman  
Chris Bowers, Vice Chairman  
Wes Hendricks, Vice Chairman Pro-Tem  
Carl Hudson  
Ensley Feemster  
Trey Whitehurst (absent)

### **Staff in Attendance:**

Gerald Wilson, County Administrator  
Meagan Bradford, Clerk to Council  
Ken Roper, County Attorney  
Michael Hayes, Risk Manager  
Tasha Todd, E911 Director  
Denise Kwiatek, Emergency Management Director  
Scott Smith, Emergency Services  
Rick Clark, Sheriff  
Creed Hashe, Chief Deputy

**The Committee of the Whole met in the Main Conference Room, at the Pickens County Administration Facility, on Thursday, December 13, 2018 at 6:15 p.m. All members of the committee were in attendance with the exception of Councilman Trey Whitehurst; with Chairman Roy Costner presiding.**

### **WELCOME AND CALL TO ORDER:**

Chairman Roy Costner called the Committee of the Whole meeting to order immediately after the Special-Called Council Meeting.

### **COMMITTEE OF THE WHOLE:**

Chairman Roy Costner stated the first item for discussion is Executive Session.

#### **Executive Session: S.C. Code of Laws, Section 30-4-70 (a)**

##### **Personnel – Section 30-4-70 (a) (1)**

##### **Personnel Matter**

- ❖ Chairman Roy Costner asked for a motion to convene into executive session regarding Personnel Matter, specifically related to the Election Update, Log No. 114. Motion was made by Councilman Wes Hendricks, seconded by Councilman Ensley Feemster and carried unanimously (5-0).

##### **Election Update- Log No. 114**

- ❖ No action taken by committee.

##### **E911 – Log No. 105**

- Administrator Gerald Wilson stated Sheriff Clark, Tasha Todd and Scott Smith will be briefing council on 911.
- Scott Smith stated they have had several meetings between the Sheriff and Emergency Services and have identified some specific areas they would like to address. He stated they would like to salvage what they have at this point. Mr. Smith stated they would like to make a few corrections on personnel matter, but basically work together as a unified system. He stated the most cost effective way would be to salvage and work with what they have.

## COMMITTEE OF COUNCIL AS A WHOLE REPORT

- Sheriff Clark stated they have looked at what everyone needs for the people they serve and they have been working to improve communication. He stated over the past few months, they have had dispatch employees out of the office due to medical reasons. He stated around three weeks ago, they started back on the EMD (Emergency Management Dispatching) to start good training. After more discussion, Sheriff Clark stated they had a great meeting this morning and he feels like everything is coming together. He feels that in six months, they will be able to report back to council to give an update on where they are.
- Vice Chairman Chris Bower asked what the total call volume the dispatch center takes in per year, and is there a breakdown of what calls they are.
- Sheriff Clark stated between 150,000-170,000 calls per year.
- Tasha Todd stated as far as 911, around 70% of the calls are admin and around 30% is 911. Admin meaning non-emergency, which is the 898-5500 number at the sheriff's office. She stated most of these calls are people asking to speak to the sheriff, etc.
- Chairman Roy Costner asked what the main problems are that they are facing.
- Scott Smith stated the number of things that dispatchers are tasked to do, having to mix the calls in with the sheriff's office being the main problem.
- Gerald Wilson stated they would like to get friendlier with their cards, train our employees better on how to use those protocols, look into priority dispatchers, etc. He stated it's not like they are doing terrible, but they have found room for improvement. Mr. Wilson stated they have found ways with both offices on how to train the employees better by doing one-on-one training.
- Chairman Roy Costner asked how many dispatchers there are.
- Gerald Wilson stated there are a total of 21 employees- 16 are dispatcher, 4 are part-time fill in, and 1 supervisor. The office is manned 24/7.
- Vice Chairman Chris Bowers stated at one time, they had talked about splitting offices. He asked what the cost would be if they were to do that.
- Gerald Wilson stated we are always stronger together than we are separate, but one of the problems with splitting will mean we will have to duplicate resources, hire more staff, additional cost for a trunk line downstairs with a maintenance fee, personnel costs, etc. He stated we have invested 20-30 years into what dispatch is doing right now and have realized to better serve the residents of Pickens County, we owe them an effort to see how we can become more efficient internally. Mr. Wilson stated he thinks we need to slow down with this process and look what we have. He stated in 3-4 months if this situation isn't fixed, that is when he feels it will be time to discuss. Mr. Wilson stated he wants the system to be efficient for the taxpayers, and premium service at the best possible price that benefits the most people.
- Tasha Todd stated everyone staying together is better for the County if everyone is on the same page.
- ❖ After much more discussion with Staff, Committee recommends staff gather more information and report back to Council in the April 2019 Committee of the Whole Meeting.

### **ADJOURN:**

Hearing no further Committee business, Chairman Roy Costner called for a motion to adjourn. Motion was made by Councilman Carl Hudson, seconded by Councilman Wes Hendricks and carried unanimously. The Committee of the Whole stood adjourned at 7:32 p.m.