

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

Staff in Attendance:

Ken Roper, Acting County Administrator
Meagan Bradford, Clerk to Council

The Committee of the Whole met in Council Chambers, at the Pickens County Administration Facility, on Monday, December 16, 2019 at 6:30 PM. All members of the committee were in attendance, with Chairman Roy Costner presiding.

WELCOME AND CALL TO ORDER:

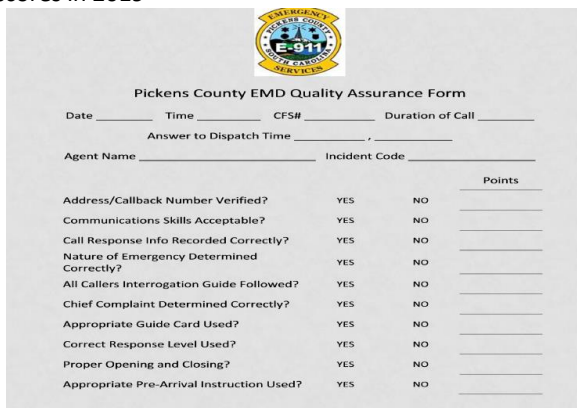
Chairman Roy Costner called the Committee of the Whole meeting to order. Councilman Wes Hendricks led the invocation and Pledge of Allegiance. Elisabeth Gibson, with Southern Wesleyan University, sang the national anthem.

COMMITTEE OF THE WHOLE:

Chairman Roy Costner stated we will begin with Executive Session to discuss the pending board applications.

Log No. 105 – E911

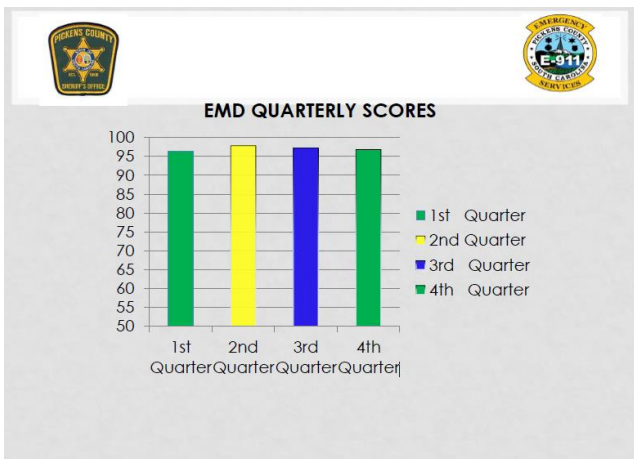
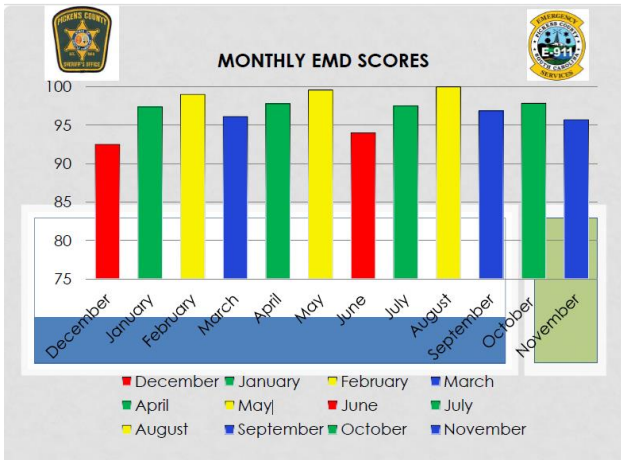
- Ken Roper, Acting Administrator, recognized Scott Smith, Emergency Services Director, to give an update on E911.
- Mr. Smith stated he will be going over the Emergency Medical Dispatch Update since the last report. Mr. Smith gave a brief overview of EMD and the process. He stated:
 - A report is generated in CAD to list all medical calls each call taker handled during the month.
 - E-911 Data Specialist (Megan) and PCSO Communications Coordinator (Lisa) meet to go over calls together.
 - Megan uses the call list to randomly select calls and chooses calls of different medical types.
 - CAD Information and audio for each call type is reviewed to be graded for all requirements listed.
 - Calls are graded based on 10 criteria equal to 10 points each.
 - After call review and grading is complete, the communications coordinator does a summary of the reviews and meets with each dispatcher to go over their calls for the month to provide feedback on what they can improve upon and also what they did a great job on.
- Mr. Smith presented an example criteria list on what they grade the calls with and the monthly EMD scores in 2019



The image shows a quality assurance form for EMD (Emergency Medical Dispatch) in Pickens County. At the top center is the Pickens County Emergency Services logo. Below the logo, the title reads "Pickens County EMD Quality Assurance Form". The form includes fields for "Date", "Time", "CFS#", "Duration of Call", and "Answer to Dispatch Time". Below these are fields for "Agent Name" and "Incident Code". A table follows with 10 criteria for evaluation, each with "YES" and "NO" columns and a "Points" column. The criteria are: Address/Callback Number Verified, Communications Skills Acceptable, Call Response Info Recorded Correctly, Nature of Emergency Determined Correctly, All Callers Interrogation Guide Followed, Chief Complaint Determined Correctly, Appropriate Guide Card Used, Correct Response Level Used, Proper Opening and Closing, and Appropriate Pre-Arrival Instruction Used.

	YES	NO	Points
Address/Callback Number Verified?			
Communications Skills Acceptable?			
Call Response Info Recorded Correctly?			
Nature of Emergency Determined Correctly?			
All Callers Interrogation Guide Followed?			
Chief Complaint Determined Correctly?			
Appropriate Guide Card Used?			
Correct Response Level Used?			
Proper Opening and Closing?			
Appropriate Pre-Arrival Instruction Used?			

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- Mr. Smith stated they are staying in the upper 90% of the program. He stated they are not running lights and sirens to every call, and they are categorizing and prioritizing the calls now which are a big help. Mr. Smith presented a CTAP “Call to Action Plan” form, which Lisa Cassell fills out regarding each dispatcher after the calls. This form focuses on the strengths, weaknesses, utilizing EMD protocol, main focuses that the dispatcher needs to focus on, and improvement. Mr. Smith stated Ms. Cassell sits down with the dispatchers one-on-one to give feedback.
- Mr. Smith gave Council an update on the Communications Employee Status. He stated on average, it takes approximately 6 months to fully train a communications specialist. He stated there are a total of 22 positions. Mr. Smith stated one of the positions recently vacated, and of the remaining 21 positions, 6 have been employed right at or less than 6 months. Mr. Smith stated two of the fulltime employees have been out on maternity leave. He gave an update on the EMD Certification Status. Mr. Smith stated 13 of the 21 communications specialist are fully trained and certified in EMD. He stated 7 employees are signed up to begin training in the upcoming available class, and 1 employee has not started employment but will start on December 15th. Mr. Smith advised all communications specialists that are trained on EMS/911 and checked off to run this position are doing so using EMD protocol. \
- Councilman Trey Whitehurst asked how many 911 calls Pickens County receives in a month and how many are they surveying to come up with the statistics.
- Ms. Cassell stated the suggested rate is 7 to 10% of all the calls. She stated they suggest evaluating 7 to 10% of the calls. She stated total calls are around 15,000 a month, on average, but those are not all 911 calls.

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- Councilman Trey Whitehurst asked if this was through the same phone system.
- Ms. Cassell stated yes, this is through the same phone system. Ms. Cassell stated she does not have the information with her regarding the actual 911 calls vs. admin calls.
- Chairman Costner stated the last time they presented to Council; they were talking about how many calls they were getting that were not 911 calls. He stated there was a big difference in actual administration calls vs. 911 calls, but he does not remember what the number was.
- Councilman Trey Whitehurst stated he would like to know how many 911 calls they receive monthly.
- Mr. Smith stated they can do this report easily.
- Councilman Whitehurst asked how many reviews they are doing on the dispatchers.
- Ms. Cassell stated they review 64 calls a month.
- Councilman Whitehurst stated he would like to get the non-emergency calls down to where they aren't dealing with 911 dispatchers.
- Mr. Smith stated that would be a question for the Sheriff and his employees. He stated especially during business hours do they receive the non-emergency administration calls.
- Chairman Costner asked if we solved the problem of someone calling in for non-emergency administration calls where it routes it to the correct line.
- Mr. Smith stated no, it still comes to the dispatch center and they route it to where it needs to go to.
- After more discussion between Council and staff, Councilman Wes Hendricks asked how much time is taken away from Ms. Cassell's job having to do evaluations on her employees.
- Ms. Cassell stated it is time consuming but she does have other obligations she must get done as well.
- Vice Chairman Chris Bowers stated you have to have accountability in everything you do. He stated if you are not evaluating what you are doing, you might as well not do it. He stated Ms. Todd did these evaluations in the past.
- Mr. Smith stated the evaluations are required as part of the EMD Certification.
- Councilman Hendricks stated the accountability is important but it doesn't need to take away from the job.
- Chairman Costner stated the evaluations are to catch people doing something wrong; it's to help them become better at their job.
- Vice Chairman Chris Bowers stated he does not know what they are using for their priority, but asked during the evaluations, have you found any sway sending someone non-emergency and ending up with an emergency return to the hospital example.
- Ms. Cassell stated we are seeing some of that, more due to the fact that you can only take the information that the caller is giving you. She stated if they can't give us efficient information to make the correct determination then it might be a tough call.
- Vice Chairman Bowers asked if that is a part of the evaluation process looking at how it will dispatch versus how it ended up actually being.
- Mr. Smith stated EMS side entered in with the health data exchange, and that will start to give us some feedback information as to does our diagnosis match with the hospital diagnosis.
- After more discussion, Councilman Carl Hudson stated the only other solution would be to go to an automated system and he has called other agencies that have these automated system and trying to get in touch with someone will make you want to pull your hair out. He stated at least you are talking with a person who will be sending you to where you need to be.
- Chairman Costner asked if there was any other discussion.
- Vice Chairman Bowers stated he realizes it is a process, and we decided to undertake this, it was going to be a process that wouldn't just happen overnight. He stated he believes it's important we keep looking down this path. He stated he realize some staff changes have changed things up.
- Mr. Smith stated they are good on staff, just now trying to get everyone up to speed.

❖ **No Action Taken by the Committee.**

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DISCUSSION ON AN ORDINANCE NO. 579 TO CERTIFY THE AMERICAN HOUSE SPINNING MILL AS A TEXTILE MILL SITE UNDER THE SOUTH CAROLINA TEXTILES COMMUNITIES REVITALIZATION ACT, AND MATTERS RELATED THERETO. – Log No. 137

- Mr. Roper stated at last month’s council meeting, we had first reading in title only for this ordinance No. 579. Mr. Roper stated this is the American House Spinning Textile Mill out in Central, SC. He stated he realized Council had some questions about the project and Mr. Lucas Ward, representative from Gibbs International, is here this evening to answer any questions Council may have. He stated this is a textile mill that stopped operating several years ago and they are looking into rehabbing it for a more appropriate use for today.
 - Mr. Lucas Gibbs introduced himself, stating the purpose of this is to repurpose and rehabilitate underutilized or deteriorating properties in South Carolina. He stated this legislation was put forward to essentially repurpose and encourage private investment at mill sites. He stated our intention is to move forward, acquire this property and repurpose it or redevelopment. He stated they are still in planning stages but their intent and investment in this has been significant over a long period of time so they are excited to be in front of Council today to answer any questions.
 - Councilman Whitehurst asked if they were going to tear it down to put single family homes in the spot.
 - Mr. Gibbs stated that is correct. He stated the intent is to demolish the structure, which is around 4000 sq. feet and engage a developer to go forward with the single family residential development, which is around 160-188 residential units at the stage for 35 acres.
 - Councilman Whitehurst asked if they have a developer.
 - Mr. Gibbs stated they are in discussion with several parties interested.
 - Councilman Whitehurst asked if the property has been cleared from the UPA standpoint.
 - Mr. Gibbs stated phase 1 was performed with a grant that was granted to Central itself, Terracon Environmental Consultants, who executed phase 1 and has been updated underway with a phase 2 work plan.
 - Councilman Ensley Feemster asked how many acres is the property.
 - Mr. Gibbs stated according to Pickens County records, it is roughly 88 acres. He stated there is a timeline in the certification package of the sites use, as well as the date of abandonment, which is required to be able to pursue this act of legislation. He stated Council has a copy of the prerequisites required to pursue this act.
 - Councilman Wes Hendricks asked what the price range would be for these single family homes.
 - Mr. Gibbs stated at this stage, he would categorize these single family homes as being affordable. He stated at this time, they have not made the determination as to if these could be built for rent or built for sale. He stated it will not be categorized as student housing. He stated they are trying to stay between \$125,000-\$220,000.
 - Vice Chairman Chris Bowers asked what exactly would we be doing.
 - Mr. Roper stated we have to certify that this is an abandoned mill site. Council received a letter in their packet from Appalachian Council of Government, stating they certify that the Central Mill project site was designated a distressed area of the state by the ACOG Board of Directors at their regular meeting on January 25, 2019.
 - After more discussion, Councilman Trey Whitehurst made a motion to take this out of committee for first reading in title only. Motion was seconded by Vice Chairman Bowers and carried unanimously (6-0).
- ❖ **Councilman Trey Whitehurst made a motion to take this out of committee for first reading in title only. Motion was seconded by Vice Chairman Bowers and carried unanimously (6-0).**

Solid Waste Needs – Log No. 133

- Mr. Roper stated Clint Dickey, Jason Anders & Tommy Jordan are with us this evening to answer any questions council may have. He presented a graphical representation of our existing landfilled. He stated the colors represent different heights and you can use reasoning to know the darkest colors are the deepest. He stated the biggest issue is Council, in this budget, allocated money to accomplish the closure of this landfill in this budget year, and to instruct a transfer station to move our waste to other facilities since this facility would be full. He stated Mr. Anders and employees have been doing good work at the landfill in extending the potential life of this landfill. Mr. Roper stated Council will learn more about proposed contractual issues in Executive Session this evening.
- ❖ **No action taken by the Committee.**

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CONSIDERATION OF REMOVAL OF ITEMS FROM LOG

- Log No. 115 – Sassafras Mountain Overlook
- Log No. 117 – Speed Bump Ordinance

❖ Chairman Roy Costner made a motion to remove the following items from the log. Motion was seconded by Councilman Trey Whitehurst and carried unanimously (6-0).

ADJOURN:

Hearing no further Committee business, Chairman Roy Costner called for a motion to adjourn. Motion was made by Vice Chairman Chris Bowers, seconded by Councilman Ensley Feemster and carried unanimously (6-0).