



DeKalb County Government

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

Minutes - Draft

OPS-County Operations Committee

Tuesday, February 16, 2021

1:00 PM

This meeting will be conducted via teleconference (Zoom). Simultaneous public access to the meeting will be available

*(1) via live stream on DCTV's webpage,
(2) on DCTVChannel23.TV*

Meeting Started At: 1:00 PM

Attendance: Comm. Terry, Patrick, Bradshaw, Cochran-Johnson

Present 3 - Commissioner Ted Terry, Commissioner Steve Bradshaw, and
Commissioner Robert Patrick

I. MINUTES

2021-2156 Commission District(s): All Districts
Minutes for the February 2, 2021 County Operations (OPS)
Committee Meeting;
**MOTION was made by Steve Bradshaw, seconded by Robert
Patrick, that this agenda item be approved. The motion carried
by the following vote:**

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and
Commissioner Patrick

II. DISCUSSION

311 Overview

LCJ: could you provide information as to the new upgrades of Oracle?

-J Matelski: we have been leveraging an Oracle product already but it does not have some of the same upgrades that our new Oracle system has

-Question LCJ: Will this software show where residents are in the process once a ticket is created in the system?

J Matelski: yes this system will allow for tracking

-LCJ: this is exciting especially as it related to code compliance in terms of the calls our office receives weekly (houses, cars in the road, etc.). We would love to see a press release of this new system once available

-Question JR: is there tracking of the origin of customer service requests from sources such as 311, commissioner offices, etc.?

Z Williams: we are currently not looking to duplicate requests in terms of response. When we respond to items in the CEO's office, we are certainly tracking that. But in terms of your question, this would be a next-level evolution in terms of tracking across departments

JR: it would be helpful for the commissioners to have access to tracking that LCJ alluded to. It would be nice to provide this tracking to residents to let them know the status of a request and when the expected resolution time is.

Z Williams: this warrants a lot more conversation b/c we currently don't have a funnel that captures the requests we receive from residents on an inter-department basis. That doesn't currently exist

-JR: Mr. Chair you could bring back staff in the future to discuss this

Z Williams: agrees and would like to continue this conversation

-TT: is there one database with the new system updates or should we have siloed databases?

J Matelski: The commissioners will have access to all the information, not siloed. We are reviewing our internal processes to ensure that we are more efficient in how we address resident issues in the future in response to the questions posed today. We have the infrastructure in place for that and will explore.

-TT: in terms of the database training, what is the timeline for that?

Director Carmichael: we are currently testing that now, and it should run through the end of next month. Once that is done then we will be able to do training. April for training should be expected; go-live in July.

-TT: how easy is it to take a call center that is physical and make it remote?

J Matelski: there is the technical aspect and the personnel aspect. As it relates to the technology, we have the infrastructure needed to have virtual call center availability. Will have to coordinate with BOH to determine if they have the resources capable to make remote call centers a reality.

Z Williams: the County will be ready to provide support with BOH as their needs increase when there are more vaccines available

-TT: does 311 this not work for cell phones?

J Matelski: if you are using your cell phone in DeKalb County, it will route to the 311 for DeKalb. Landlines in DeKalb will go to our 311

-TT: also important is for us to pursue text functionality rather than always calling or emailing

-LCJ: it will be critical that we have complete buy-in across the board so that all depts are able to have this functionality available to them

Vehicle Maintenance and Replacement Fund

-R Gordon: there are two different funds

III. AGENDA ITEM

New Agenda Items:

2021-2057

Commission District(s): ALL

Change Order No. 1 to Contract No.1056035 Hyland On Base Software Licenses and Maintenance: for Information Technology (IT) for use by Police Services, Probate Court, Tax Commissioner and Property Appraiser. Consists of piggybacking off the competitively let GSA Contract No. GS-35F-4127D for the OnBase Software Licenses for electronic content management system. Awarded to Hyland Software Inc. CONTRACT TERM EXTENSION ONLY.

MOTION was made by Steve Bradshaw, seconded by Robert Patrick, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

No Additional Information Requested;

2021-2072

Commission District(s): ALL

REN - Light Bulbs, Fixtures, Lamps & Ballasts (Annual Contract - 1st Renewal of 2 Options to Renew): Contract No. 1204344 for use by the Department of Facilities Management (FM). This contract consists of the purchase of light bulbs, fixtures, lamps, and ballasts. Awarded to Regency Enterprises Inc. dba Regency Lighting. Amount Not To Exceed: \$100,000.00.

MOTION was made by Robert Patrick, seconded by Steve Bradshaw, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

-Question TT: what is our policy on energy efficient lightbulbs/fixtures?

Z Williams: we don't have a formal BOC policy, but we seek wherever possible for new installs the most efficient lighting K

Buford: we work as diligently as possible for implementation of LED lighting across the county (lampposts, new buildings, etc.)

[2021-2087](#)

Commission District(s): All

CA - Cooperative Agreement for Palo Alto: for use by the Department of Innovation and Technology (IT). Consists of piggybacking off the competitively let GSA Contract No. GS-035F-0119Y for the maintenance and support for the County's Palo Alto network equipment. Awarded to Layer 3 Communication LLC. Amount Not To Exceed: \$312,345.19.

MOTION was made by Steve Bradshaw, seconded by Robert Patrick, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

No Additional Information Requested;

[2021-2106](#)

Commission District(s): All

CA - Cooperative Agreement for Juniper: for use by the Department of Innovation and Technology (IT). Consists of piggybacking off the competitively let Statewide Contract (SWC) No. 99999-SPD-T20120501-0013 for the maintenance and support for the County's Juniper network equipment. Awarded to Layer 3 Communications LLC. Amount Not To Exceed: \$252,894.66.

MOTION was made by Robert Patrick, seconded by Steve Bradshaw, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

No Additional Information Requested;

[2021-2085](#)

Commission District(s): 1 and 6

Standardized Office Space Agreement with SIMflightATL, LLC. There is no cost to the County.

MOTION was made by Steve Bradshaw, seconded by Robert Patrick, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

No Additional Information Requested;

2021-2128

Commission District(s): 1 and 6

Lease Amendment No. 1 to Contract No. 14-801028 with The Maintenance Group, Incorporated. There is no cost to the County.

MOTION was made by Robert Patrick, seconded by Steve Bradshaw, that this agenda item be recommended for approval. to the Board of Commissioners, due back on 2/23/2021. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

No Additional Information Requested;

Meeting Ended At: 2:14 PM

MOTION was made by Steve Bradshaw, seconded by Robert Patrick, that this agenda item be adjourned meeting. The motion carried by the following vote:

Yes: 3 - Commissioner Terry, Commissioner Bradshaw, and Commissioner Patrick

Barbara H. Sanders-Norwood CCC, CMC