



SERVICE DELIVERY STRATEGY

FORM 2: Summary of Service Delivery Arrangements

Instructions:

Make copies of this form and complete one for each service listed on FORM 1, Section IV. Use EXACTLY the same service names listed on FORM 1. Answer each question below, attaching additional pages as necessary. If the contact person for this service (listed at the bottom of the page) changes, this should be reported to the Department of Community Affairs.

COUNTY:TYPE COUNTY NAME HERE

Service: *Type the Name of the Service to be Provided Here*

1. Check one box that best describes the agreed upon delivery arrangement for this service:

a.) Service will be provided countywide (i.e., including all cities and unincorporated areas) by a single service provider. (If this box is checked, identify the government, authority or organization providing the service.): **Type Name of Government, Authority or Organization Here**

b.) Service will be provided only in the unincorporated portion of the county by a single service provider. (If this box is checked, identify the government, authority or organization providing the service.): **Type Name of Government, Authority or Organization Here**

c.) One or more cities will provide this service only within their incorporated boundaries, and the service will not be provided in unincorporated areas. (If this box is checked, identify the government(s), authority or organization providing the service: **Type Name of Government, Authority or Organization Here**

d.) One or more cities will provide this service only within their incorporated boundaries, and the county will provide the service in unincorporated areas. (If this box is checked, identify the government(s), authority or organization providing the service.): **Type Name of Government, Authority or Organization Here**

e.) Other (If this box is checked, attach a legible map delineating the service area of each service provider, and identify the government, authority, or other organization that will provide service within each service area.): **Type Name of Government, Authority or Organization Here**

2. In developing this strategy, were overlapping service areas, unnecessary competition and/or duplication of this service identified?

Yes (if "Yes," you must attach additional documentation as described, below)

No

If these conditions will continue under this strategy, attach an explanation for continuing the arrangement (i.e., overlapping but higher levels of service (See O.C.G.A. 36-70-24(1)), overriding benefits of the duplication, or reasons that overlapping service areas or competition cannot be eliminated).

If these conditions will be eliminated under the strategy, attach an implementation schedule listing each step or action that will be taken to eliminate them, the responsible party and the agreed upon deadline for completing it.

SDS FORM 2, continued

3. List each government or authority that will help to pay for this service and indicate how the service will be funded (e.g., enterprise funds, user fees, general funds, special service district revenues, hotel/motel taxes, franchise taxes, impact fees, bonded indebtedness, etc.).

Local Government or Authority	Funding Method
Type Gov't/Authority Name Here	Detail Funding Here
Type Gov't/Authority Name Here	Detail Funding Here
Type Gov't/Authority Name Here	Detail Funding Here
Type Gov't/Authority Name Here	Detail Funding Here
Type Gov't/Authority Name Here	Detail Funding Here
Type Gov't/Authority Name Here	Detail Funding Here

4. How will the strategy change the previous arrangements for providing and/or funding this service within the county?

Provide Details Here

5. List any formal service delivery agreements or intergovernmental contracts that will be used to implement the strategy for this service:

Agreement Name	Contracting Parties	Effective and Ending Dates
Name Agreement Here	List Contracting Parties Here	Effective - End
Name Agreement Here	List Contracting Parties Here	Effective - End
Name Agreement Here	List Contracting Parties Here	Effective - End
Name Agreement Here	List Contracting Parties Here	Effective - End
Name Agreement Here	List Contracting Parties Here	Effective - End
Name Agreement Here	List Contracting Parties Here	Effective - End

6. What other mechanisms (if any) will be used to implement the strategy for this service (e.g., ordinances, resolutions, local acts of the General Assembly, rate or fee changes, etc.), and when will they take effect?

Provide Details Here

7. Person completing form: **Type Your Name & Title Here**

Phone number: **Type Your Phone Number Here** Date completed: Type Date Here

8. Is this the person who should be contacted by state agencies when evaluating whether proposed local government projects are consistent with the service delivery strategy? Yes No

If not, provide designated contact person(s) and phone number(s) below:

TYPE CONTACT NAME, TITLE & PHONE HERE

PUBLIC SAFETY
CIVIL EMERGENCY MANAGEMENT / E-911
SERVICE DELIVERY AGREEMENT

THIS SERVICE DELIVERY AGREEMENT, is made and entered into this ____ day of October, 2022, by and among **Whitfield County, Georgia**, a body politic and political subdivision of the State of Georgia (hereinafter referred to as the “County”), the **cities of Dalton, Varnell and Tunnel Hill** and the **Town of Cohutta**, municipal corporations organized and existing under the laws of the State of Georgia, (hereinafter referred to collectively as the “Cities” and individually as a “City” or “Town.”)

WHEREAS, OCGA §36-70-20 et seq. mandate that Whitfield County and all municipalities located therein shall participate in the development of a **Service Delivery Strategy** through which Whitfield County and said municipalities shall create and maintain a service delivery system which is efficient, effective, and responsive to all citizens of Whitfield County;

WHEREAS, OCGA §36-70-24(1) mandates that said Service Delivery Strategy shall identify steps which will be taken to remediate or avoid overlapping and unnecessary competition and duplication of service delivery, and that said Service Delivery Strategy shall identify the time frame in which such steps shall be taken; and

WHEREAS, OCGA §36-70-25 mandates that said Service Delivery Strategy receive the approval of Whitfield County and the governing authorities of municipalities located within Whitfield County, as is more particularly described in that Code Section;

NOW, THEREFORE, we, the undersigned, being duly authorized to act on behalf of the above-named parties, in consideration of the mutual covenants and promises contained herein, agree as follows concerning **Civil Emergency Management (hereinafter “EMA”)/E-911 Dispatch Services** within Whitfield County:

WITNESSETH

1. **Description of Current Service Delivery Arrangements.**

A. Civil Emergency Management (“EMA”)

Whitfield County and the Cities entered an intergovernmental agreement (“IGA”) dated February 13, 2012 regarding service delivery with respect to EMA services, a copy of which is attached hereto as Exhibit “A” and incorporated herewith as if set forth in its entirety.

B. E-911 Dispatch

By resolution adopted October 3, 1988, Whitfield County, Georgia established a 911 enhanced telephone system subject to voter approval. On November 8, 1988 a majority of the votes cast in a countywide referendum supported the resolution,

completing the establishment of the Countywide 911 emergency call system. Whitfield County provides Enhanced 911 Service countywide through its designated call center.

Acting as a “gatekeeper,” Whitfield County 911 receives emergency calls of all types as well as non-emergency medical assistance and other non-emergency calls. All 911 calls received by Whitfield County are then routed using GIS to the appropriate agency, in terms of jurisdiction and subject matter, for appropriate response.

Furthermore, Whitfield County provides E-911 dispatch services to Dalton Police Department (“DPD”) and Dalton Fire Department (“DFD.”) The City of Dalton shall utilize the mobile CAD data services for all DPD vehicles. The City of Dalton shall be responsible for all costs associated with the maintenance, upgrade(s,) and consulting services for the mobile CAD data services. Likewise, the City of Dalton shall continue to be responsible for the protection of its network and connectivity to 911.

All equipment necessary for the ongoing provision of Enhanced 911 Services is or will be acquired by Whitfield County, partially through monthly 911 charges assessed to the public and partially through the General Fund.

To ensure public safety agency satisfaction and otherwise to ensure accountability, the 911 Advisory Board has been established to solicit input and cooperation between the 911 Center and all County and municipal public safety agencies. The Board members shall consist of only one representative for each County and municipal public safety agency. Such Board shall meet not less than once annually, but may meet more often as needed.

C. 800 MHZ Radio System Access

Whitfield County voters approved, as a proposed SPLOST project **in 2015**, the construction of an 800 MHZ Countywide Radio System for use by all public safety agencies within Whitfield County. All parties hereto entered an IGA with respect to such system dated July 8, 2019, which is attached hereto as Exhibit “B” and incorporated herewith as if set forth in its entirety.

2. Future Service Delivery Strategy.

The parties hereto agree that the current service delivery arrangements described above are efficient, effective, and responsive to all citizens of Whitfield County. Therefore, the parties hereto agree that no need exists to change said service delivery arrangements.

Further, the parties hereto agree that no duplication exists in the delivery of election oversight and administration to the residents of Whitfield County, as the municipalities located within Whitfield County provide components of election administration and oversight for municipal elections which are functionally distinct from the components of election administration and oversight which Whitfield County provides for all elections.

The parties hereto agree that, in consideration of the promises of each other to continue to provide election administration and oversight services at the level of service described herein, no party hereto shall act to alter or disrupt the specific service delivery arrangements described herein without first obtaining the agreement of the parties

necessary for approval of the Service Delivery Strategy, as set forth in **OCGA §36-70-25**.

IN WITNESS WHEREOF, we, the undersigned, have executed this Service Delivery Agreement on behalf of the above-named parties, pursuant to the authority granted to us in the resolutions by which each of said parties approved and adopted the Service Delivery Strategy, of which this Service Delivery Agreement is a part.

Whitfield County, Georgia

Jevin S. Jensen,
Chairman

Attest:

Blanca Cardona,
County Clerk
(SEAL)

City of Dalton, Georgia

David Pennington III,
Mayor

Attest:

Bernadette Chattam,
City Clerk
(SEAL)

Town of Cohutta, Georgia

Ron Shinnick,
Mayor

Attest:

Pamela Shinnick
City Clerk
(SEAL)

City of Tunnel Hill, Georgia

Kenny Gowin,
Mayor

Attest:

Melinda Griffin
City Clerk
(SEAL)

City of Varnell, Georgia

Tom Dickson,
Mayor

Attest:

Jamie Nance
City Clerk
(SEAL)