

911 Communications Board

Meeting Agenda

May 5, 2023
10:00 AM

I. Call to order – Call to order at 10:02 by Chief Linda Black.

The following were in attendance: Director Katy Vogt, Assistant Director Amber Smith, Sharon Miller, Derek Rader, Lt. Mark Brown, Scott Hindman, Chief Jeff Hill, Captain Michael Pollard, Chief Lem Miller, Chief Scott Gray, Deputy Chief Robert Mask, Chief Linda Black, Lt. Jamie McDowell, Chief Deputy Anthony Rhodes, Lt. Brennan Kersey.

- II. Radio Traffic During High Priority Incidents. – Lt. Mark Brown – apologized for missing previous meeting. Lt. Brown advised there is a 4 second block between dispatch keying up and officers being able to key up. This creates an officer safety issue during high-priority incidents when dispatch is repeating traffic. Per FCSO, they could not cancel a pursuit due to radio traffic from dispatch. Just this morning supervisor could not get out to acknowledge a pursuit due to dispatch speaking. CAD Manager Derek Rader gave statistics for last two events in Peachtree City. Only 3 incidents where dispatch talked over officers. The remainder of the incidents were officers walking over officers. On an incident on the 28th, radio log does show that officer attempted to key up, but dispatch did not get it because dispatch had also keyed up at that time. Per Rader dispatch will be focusing on situational awareness in the radio room. Derek does not believe the lag is 4 seconds. Appears to be less in the radio logs. There is a “hang time” per Director Vogt, but that is the digital message completing the transmission. The old system worked the same with preemption per Director Vogt. Working on a feature request to make field units have preemption with the ability for dispatch to override and speak when necessary. This is in the works with no definite timeline. Per Assistant Director Smith could be from a few months to a few years. Per Derek, field units are not identifying themselves, which is part of the problem. Dispatch must key up to ask who is talking. Chief Deputy Rhodes asked what dispatch needs from field units to make this work? Per Director Vogt we need a consensus on how it should be handled. Per Chief Gray the existing policy is sufficient. Officers in the field shouldn’t be talking on the radio to say that they are en route. “Radio give us the airway” may be the sufficient way to request control. Chief Gray likes having radio repeat traffic. Per Katy, units having AVL (vehicle tracking) on would help with knowing unit locations. Units with SSI are saying that they can’t use tracking on Spillman at the same time as SSI. Will have to check if they can change it. Per Director Vogt can also possibly use GPS through the radios. Chief Gray advised that body-cams are also GPS enabled. Lt. Brown suggests

that moving forward all high-priority incidents get toned and radio stop talking. Chief Gray says that the field supervisor should request radio control. Lt. Kersey requests a delay before tones if tones are requested as new policy. Per Derek in a PTC incident officers keyed over each other 45 times in a 30-minute period. For high priority incidents officers can self-dispatch, but not prior to dispatch moving it from the “pending calls” screen. Per Katie – when units call 10-80 and give initial information, radio acknowledges, tones, all non-emergency traffic moves to dispatch 2. Units on 2 should not be asking for non-critical information from radio. Final decision: Unit calls 10-80, dispatch will tone the call, repeat location once, move non-related traffic to dispatch 2, patrol supervisor oversees traffic on 1. Motion from Chief Gray, Second Mark Brown, unanimously approved. Compliance Manager will draft and send for approval today.

III. By-laws – Chief Black, as Chairman of the Board, advised that for the sake of new members, there are by-laws that regulate the conduct of the Communications Board. Sharon will send out by-laws to all members. Per Director Vogt, 911 is not a voting member of the Board. Per Chief Black, if there is an emergency meeting in the future it needs to be coordinated with the Chairman of the Communications Board, it can’t be called by just any member of the Board.

IV. Adjournment – Chief Gray thanked 911. Motion to adjourn by Chief Gray. Second Chief Miller. Unanimously approved at 10:38am.

Approved as official minutes 10/26/2023