

911 Communications Board

Meeting Agenda

October 26, 2023
10:00 AM

- I. Call to order 10:02
- II. Approval of Previous Meeting Minutes – Hill / Murphy
- III. Emergency Button Functionality – Derek Rader – goal to get emergency button settings standardized. Requesting input to develop procedures. Starting with Fire Department. Can be an open mic for up to 120 seconds. Currently 2 second push to activate. Moves only the unit that activated it. Scanning radios will hear the help channel. Chief Hill requested clarification regarding if scanning channels stay on HELP. It depends on settings per Katie, and FCFD would. Per Derek they are investigating to determine why they had repeat and multiple activations on a recent activation. Per Chief Hill they are discussing (1) Mayday on TAC channel, only use HELP button in dire emergency. Settings can be different for Fire and LE per Rader. Fire Side wouldn't want the "beeping" noise to go to anyone other than command staff and dispatch.

Per Rader an FCSO unit used HELP to call out a pursuit. His traffic was only going to dispatch. None of the patrol units were scanning and didn't hear his traffic. Per Mark Brown PCPD will require scanning of HELP channel.

Derek is looking for each agency to offer volunteer people to test it. FPD will have Austin Dunn. FFD – Matthews – FCFD – Pollard – FCMO Clanton and Miller

Per Katie 10 second open mic is the recommendation / norm used by other agencies.

- IV. Live 911 – PCPD – Per Mark Brown, Live911 agency subscribers can listen to 911 calls as they come in. Per Chief Mask the units with the license can hear the information in real time and start responding. Chief Mask feels that it would improve response times for Law Enforcement. Chief Mask advised that records are created. Mark Brown is interested in setting up a group demonstration. Rader asks how units would know which calls to listen to? Per Chief Mask the responders can pick and choose which calls to listen to. Director Vogt still has concerns regarding release of information / records. Chief Mask / Mark Brown are not clear on what is stored or for how long. Chief Mask requests time frame for demo to 911. Director Vogt is concerned that responders would want to start playing "50 questions" wanting the dispatcher to have the calltaker ask multiple questions. Records concerns: bodycam/dashcam footage containing full 911 audio; officers who are not responding receiving full call information (currently against our internal policy); officers asking their dispatcher for specific questions to be asked to

the caller. Per Director Vogt additional decisions will be made after Records Custodian hears back from AG's office.

- V. Updates – Director Vogt – 6 short, 4 in training, will open applications before the end of the year, goal to hire in January. 32.6% of budget has been spent, mostly on maintenance contracts. Project Manager (Stan) sent the most recent issue tracker and the key focus is (1) Review Plan with Mission Critical (2) AVL rollout (3) subscriber training (BOE gets priority due to volume of users needing training)– week of November 13 (4)site optimizations – 2 towers in question regarding swap out Willowbend and Tyrone, lease options are being discussed (5) GPS (6) dispatch still having console issues. Traffic not coming through headset. Working with portables at positions. Doing an update in late November. (6) EFJ has handoff to warranty goal of January.

Dispatch also has a tracker list on Teams. It is important that issues be reported immediately via radio so that temporary logs can be pulled before they are lost. Common complaint of dispatch cutting off units – logs show that it is units cutting each other off the majority of the time. Subscriber units are in warranty phase. The system as a whole has not been accepted. Chief Black wanted to know will the County seek input from the agencies before the acceptance? Katy advised yes.

- VI. Adjournment – Motion Miller / Second Murphy approved at 10:41