

911 Communications Board

Meeting Minutes

January 25, 2024
10:00 AM

- I. Call to order – Called to order at 10:00am by Chief Black. Turned over to PCPD / Lt. Brown. In attendance were: Chief Baggett, Capt. Glennie, Compliance Manager Ripka, Lt. Brown, CAD Manager Rader, Capt. Myers, Chief Miller, Director Vogt, Chief Gray, Chief Black, Chief Deputy Rhodes, Chief Hill, Division Chief Pollard, Capt. Dunn, Sgt. Clanton, Lt. McDowell, Cpl. Verock, TAC Jantosciak, Assistant Director Smith, Records Supervisor Miller.
- II. Election of Vice-Chair (Fire Agency) – Chief Murphy (PCFD) nominated by Chief Hill, second by Chief Black. Unanimously approved.
- III. Approval of Last Meeting Minutes – Motion by Chief Miller, second by Chief Deputy Rhodes. Unanimously approved.
- IV. New business
 - a) Required NCIC Agreements – Chet Ripka (LASO) – There is a required agreement with municipal agencies and county IT. This is due to access to the CAD server. Chet recommends all municipal agencies sign this agreement. Management Control Agreement will need to be signed. Templates are on the GCIC website. Chet suggests all municipal agencies sign this prior to their next audits.
 - b) New Red Flag Process – Derek Rader – presented case study from Seattle on expired red flags. Red Flags will have a 1-year clock and will be validated yearly (to the month) and will be deleted if not validated. Red flags can be submitted with an automatic expiration date (such as 30 days). Derek needs contact information for each agency for validations. Chief Rhodes asked how to validate these flags? Per Derek criteria for validation is up to the entering agency, whether in person or common knowledge. Chief Rhodes expressed concern for validations. Per Director Vogt, history will remain on file even after a flag is deleted. Chief Rhodes will talk with his staff about submitting red flags and what is a valid reason for doing so. Director Vogt also asked that units advise dispatch if an aired flag is no longer valid on arrival.
 - c) MDT Unit Status Updates – Derek Rader / Chet Ripka – Some law units have started putting themselves on non-urgent calls in CAD. This is not typical, but there are no issues, we just need to establish guidelines. Dispatch needs to make sure that calls are cleared correctly and that they aren't just disappearing from our

CAD screens. Units need to verbalize when they are on scene, otherwise the dispatcher will not start the timer. “Hot calls” are the exception, but for all routine calls we need to know verbally when a unit is on a call. Chief Rhodes asked about a unit that was switched accidentally to the HELP channel and only dispatch could hear him. Dispatch was able to hear him but wasn’t advising units on 1 of his updates. Radio programming has been updated to alleviate this happening in the future. Several units still need firmware updates. Chet will push a proposed procedure out for units self-dispatching before this becomes effective.

- d) Echoing Unit Number / Location – Derek Rader / Chet Ripka – On officer-initiated locations, dispatchers are echoing back locations, but units are not correcting them when they have it wrong. This is one of the few safeguards that dispatch has to make sure that we have the correct location on officer-initiated calls. Headset traffic is much more difficult to understand than what is coming out of the walkie-talkie. Units in the field need to be listening to what dispatch is echoing back and making corrections if the echoed location is incorrect. Chet will send an e-mail for this as well.
- e) Live 911 – Director Vogt / Lt. Brown (PCPD) – Director Vogt provided a brief description of what this technology is. There will be a meeting directly following the Communications Board meeting to discuss any outstanding concerns.
- f) Radio Update – Director Vogt – E.F. Johnson has stopped assisting with simple suggestions for solutions. We are not at the point where we can test reception due to audio issues. A team is in town checking frequencies and tuning. This will address issues in the field. For issues in dispatch an update is pending at the end of February that may address issues. This is the last resolution before a letter is sent to E.F. Johnson and the bond company to set a final deadline before calling the bond. Lt. Brown stated that this is an officer safety issue and Director Vogt agreed. Director Vogt will keep the board updated when dates are established. If the bond is called E.F. Johnson will have to “make things whole” but Director Vogt is not exactly clear on the process. Chief Gray expressed his dissatisfaction with the lack of progress in either making the system work or calling the bond. All agencies are sitting on purchases waiting to determine what they need to buy and can’t move forward until the radio system issues are finalized. Chief Gray is requesting a hard date for the next step. Director Vogt advised that they have a meeting this afternoon and will request that hard date. Mark Brown made a motion that a deadline be set in writing for February 20th. Chief Rhodes seconds the motion. Unanimously approved. Katie will forward this information to E.F. Johnson.
- g) Center Update – Director Vogt – we are in the process of doing interviews. We have 8 vacant positions (soon to be 9). Telecommunications Week in April. We will have another event for responders to attend. Chief Gray requested to know

what responders could do to help during that week. Assistant Director Smith advised she will follow up with the committee. No major budget requests in upcoming budget. SPLOST funded back-up center is having external fiber run for connectivity. This will create some redundancy.

- V. Adjournment – Lt. Brown made a motion to adjourn. Chief Miller seconded the motion. Unanimously approved, the meeting was adjourned at 10:43.