

# **911 Communications Board**

## **Meeting Minutes**

April 11, 2024  
10:00 AM

- I. Call to order at 10:00am by Lt. Brown.
- II. Approval of Last Meeting Minutes – motion by Chief Baggett second by Chief Mundy. Approved unanimously.
- III. New business
  - a) Communications Board’s role /authority in 911 operations (Lt. Brown) – Chief Myers advised that he just wanted a high-level recap of what the roles and expectations of the board are. He believes that we need a balance of honoring the director’s expertise and serving the community in the best way. Per the by-laws there is no personnel intervention, strictly operations per Director Vogt. Fayette County 911 is funded by 911 fees, not by taxes. Per Mr. Rapson the Communications Board was formulated to ensure that the municipalities have a voice in operations. The radio project is SPLOST initiative on the county level. Per Mr. Rapson “calling the bond” isn’t usually successful, however, the ability to cancel the contract is an option. We are currently waiting on a revised coverage map. There are 9 milestones that the contract must meet. We’ve only paid 3 of those milestones. Mr. Rapson believes this gives us leverage to require EFJ to meet the milestones. He believes that change is not easily embraced and usually comes with the kinds of issues we are experiencing. There are three different issues regarding radios, consoles, and phones. If this project fails, the municipalities will need to put in money to make a transition to a new system. Chief Rhodes wants to be in a meeting with EF Johnson. Per Lt. Brown we’ve already had this meeting with EF Johnson, and we need to establish timelines at this point. Mr. Rapson commits to meeting with EF Johnson to discuss these issues. Chief Rhodes advised that during any critical incident the radio constantly fails. Lt. Brown advised that we’ve already had to change the pursuit policy due to this radio system. Director Vogt advised that all complaints are forwarded to EF Johnson. Regarding “failures” of the radio, it is often everyone trying to talk at the same time. Dispatch has stopped talking during pursuits because dispatch consoles currently have priority. The next upgrade will give field units priority. Chief Myers advised that he doesn’t believe any updates will be a viable solution. Chief Myers challenged if digital is the right choice, as most agencies are having these issues, and they weren’t prevalent on analog radio. Per Director Vogt, when units get a tone trying to talk, they should continue to hold the transmit button and they will be next in

cue. EFJ has been asked to change the tones so that it is clear what tone you're getting. Director Vogt should create a list of problems and be prepared to discuss with EFJ and Rapson. Lt. Brown advised that the list of problems hasn't changed. Mr. Rapson advised that each agency may want to think about operational changes that could mediate some of the issues. Chief Myers directly asked Director Vogt if the agencies should get together and have these discussions; she advised she's willing to look at whatever changes need to be made. Per Mr. Rapson these are great conversations to have, but before changing policies, we should ask those questions to the experts at EFJ. PCPD did do a test of holding the button continually when getting a busy tone and it did appear to place them next in the cue to transmit.

- b) Status of Carbyne cooperation with FlockOS 911 and Prepared (Lt. Brown) – Lt. Brown advised that there is a string of e-mails regarding FlockOS. Per Chief Myers, Carbyne was willing to work with FlockOS but not with Prepared, which is Flock's way of doing business. Prepared has advised that they can decrypt Carbyne's encryption. Carbyne would need to send audio to modified Prepared software. Per Mr. Rapson Fayette County owns the data, so Carbyne doesn't get to say what we can and can't do with data. Rapson asked Chief Myers to send him an e-mail regarding the challenges with Carbyne and he will deal with Carbyne on those issues. Director Vogt advised that she isn't being updated on the issues with FlockOS and Carbyne and was not even made aware of the change from Live911. Carbyne is their own independent network and does not connect to the County network and therefore IT can't help. Chief Myers advised that going through Prepared adds a lot of features, doing it the way Carbyne suggests would strip the features. Director Vogt requested additional information regarding what Prepared is and what they do so that she can have more information to talk with Carbyne. Chief Myers advised that he'd like to be on the same page and have Communications put some pressure on Carbyne. Mr. Rapson reiterated that Carbyne does not dictate how our data is managed. Per Mr. Rapson, Director Vogt will set up meetings for the first part of May. He wants to talk to decision makers. Director Vogt would like to have a meeting with PCPD's representatives and Prepared to understand the issues and get on the same page. Chief Myers provided Director Vogt with the name of the Prepared contact she should reach out to. Per Chief Myers bypassing Prepared is not an option. Per Chief Myers this is cloud based and runs through the Flock interface to provide live 911 feeds, all agencies with Flock access would be able to access it immediately.
- c) General Report – Director Vogt advised that there is a proposed \$200,000 budget increase this year. This would include additional training and significant increases in AT&T bills. Chief Myers advised that his agency will be happy to support request for budget increase if necessary. We have 9 openings, one Communications Officer and one Call Taker. We have three in training. We will be accepting

applications in late April or early May. Please refer people. Starting pay is \$53,000. Director Vogt will share when the May meetings discussed earlier are scheduled.

IV. Adjournment – Lt. Brown made a motion to adjourn the meeting. Motion by Chief Mundy. Seconded by Chief Miller. Unanimously approved.

Minutes approved: July 25, 2024